

2003 ANNUAL PERFORMANCE REPORT



**U.S. CONSUMER
PRODUCT SAFETY
COMMISSION**

**Saving Lives and Keeping
Families Safe**



FEBRUARY 2004



Message from the Chairman



The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of serious injury or death from more than 15,000 types of consumer products under the agency's jurisdiction. Over the past 30 years, the CPSC's work to ensure the safety of consumer products—such as toys, cribs, power tools, cigarette lighters and household chemicals—contributed significantly to the 30 percent decline in the rate of deaths and injuries associated with consumer products. In 2003, the men and women of the CPSC continued to make significant progress in accomplishing its mission and objectives.

It is my pleasure to present the 2003 Annual Performance Report. The performance data contained in this report are complete and reliable. The Agency has met or exceeded most of its strategic and annual performance targets as set in the 2000 Strategic Plan and 2003 Annual Performance Plan. Significantly, in 2003 the CPSC:

- ④ Proposed a standard for baby bath seats to help prevent drowning from tipovers, entrapments, and from children coming out of the bath seat.
- ④ Started a new burn center reporting system in collaboration with over 100 burn centers nationwide to gather more data about burns related to children's clothing.
- ④ Held open public meetings for stakeholders to gather comments on key issues, including all-terrain vehicles, CCA-treated wood play sets, baby bath seats, upholstered furniture and recall effectiveness.
- ④ Obtained 280 voluntary recalls involving 40 million product units that violated mandatory safety regulations or presented a substantial risk of injury or death; civil and criminal penalties were sought when companies violated the law.
- ④ Issued warnings during storms and the Northeast blackout about fire and carbon monoxide hazards from using generators indoors.
- ④ Conducted public awareness campaigns on poison prevention, drowning in the home, fireworks safety, toy safety, and electrical safety with older power tools and with shock hazards around swimming pools.
- ④ Announced a new federal government interagency Web site—www.recalls.gov. This provides one-stop information on all federal government recalls.

The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical or mechanical hazard or can injure children. As we work to ensure consumer safety, it is my personal goal that the CPSC be regarded as fair, efficient, and effective.

All of us at the U.S. Consumer Product Safety Commission look forward to continuing our work to ensure the safety of the American public.

A handwritten signature in cursive script, reading "H. D. Stratton, Jr.", positioned above a horizontal line.

Harold D. Stratton, Jr.
Chairman

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INSIDE THE U.S. CONSUMER PRODUCT SAFETY COMMISSION

OUR MISSION

CPSC is responsible for protecting the American public from unreasonable risks of injury and death from 15,000 types of consumer products.

DID YOU KNOW?

- ★ Each year, there are an average of about 24,400 deaths and 33.4 million injuries related to consumer products under the Commission's jurisdiction.
- ★ These injuries, deaths and associated property damage cost the American public over \$700 billion annually.



WHAT WE DO

- ★ Save the nation over \$15 billion annually in health care, property damage, and other societal costs through our work on reducing product-related injuries and deaths from hazards such as fire, electrocution, carbon monoxide poisoning, children's head injuries, and child poisoning.
- ★ Complete cooperative recalls of defective products. In 2003, there were 280 recalls involving about 40 million product units.
- ★ Work cooperatively with industry and voluntary standards groups to develop safety standards. Since 1990, we have worked cooperatively with industry and others to complete 249 voluntary standards while issuing 35 mandatory rules, a seven-to-one ratio of voluntary to mandatory standards.
- ★ Provide the public with easy access to information about product hazards and the ability to contact us through our award-winning hotline and Web site. In 2003, we had 9.2 million visits to our Web site and about 140,000 calls to our hotline.

OVERVIEW OF THE STRATEGIC PLAN FOR THE U.S. CONSUMER PRODUCT SAFETY COMMISSION (CPSC)

CPSC's Mission: To reduce unreasonable risks of injury and death from consumer products and to assist consumers in evaluating the comparative safety of consumer products.

CPSC's Vision: A marketplace where consumer products are as free as reasonably possible from defects and hidden hazards; product designs minimize the potential for failure and human error; there is routine use of early warning and protection systems; state-of-the-art information technology rapidly identifies potentially hazardous products; and world safety standards are modeled on the often higher standards of the United States.

STRATEGIC GOALS¹

Reduce Product-Related Injuries and Deaths

- Reduce the product-related head injury rate to children by 10 percent.
- Prevent any increase in the death rate to children under 5 years from unintentional poisoning by drugs or hazardous household substances.
- Reduce the fire-related death rate by 10 percent.
- Reduce the carbon monoxide poisoning death rate by 20 percent.
- Reduce the electrocution death rate by 20 percent.

Provide Quality Services to the American Public

- Increase the number of visits to CPSC's Web site.
- Increase the reach of the *Consumer Product Safety Review*.
- Maintain the capability to respond to hotline calls.
- Attain 90 percent and 80 percent success with the timeliness of the Fast-Track Product Recall and Small Business programs, respectively, and 85 percent success with the usefulness of each program.
- Maintain consumer satisfaction with the hotline, Clearinghouse, and CPSC's State Partnership program at 90 percent or better.

Manage Human Capital

- Maintain or reduce the recruitment process time.
- Increase the representation of Hispanics and individuals with disabilities.
- Develop a coordinated training program.

¹These are the strategic goals from our revised Strategic Plan. We have since developed a new Strategic Plan (see Appendix) which contains some modifications, additions, and deletions from those listed here.



2003 PERFORMANCE REPORT SUMMARY

- Based on the most recent available data, we are meeting most of our Strategic Goals.
 - ❖ Since the beginning of the Strategic Plan, the death rate related to fire, electrocutions, household poisonings of children, and carbon monoxide has decreased by 24%, 39%, 14%, and 42%, respectively.
 - ❖ We have succeeded in maintaining a high level of customer satisfaction at 90% or better with our services to the public. We assisted industry in complying more quickly with CPSC's regulations through our successful Fast Track Product Recall and Small Business Ombudsman programs and maintained the timely response to industry. We have continued to inform the public through our Web site, hotline, and the *Consumer Product Safety Review*.
 - ❖ In managing our human capital, we have reduced the recruitment processing time, increased the representation of Hispanics and individuals with disabilities, and developed a training program.
- We met or exceeded most of our 2003 Performance Plan goals. In successful pursuit of the 2003 plan, we made these safety advances:
 - ❖ Provided recommendations to standards-setting organizations to develop or improve 8 voluntary national safety standards;
 - ❖ Continued rulemaking on mattresses, upholstered furniture, and baby bath seats;
 - ❖ Initiated and obtained over 750 corrective actions of potentially hazardous products, which included 280 voluntary recalls involving about 40 million product units; and
 - ❖ Completed several important studies to examine different product-related hazards. For example, we evaluated current smoke alarm and wireless technologies to determine the feasibility of producing a battery-operated smoke alarm that is interconnected by wireless communication; the potential of sensors in identifying conditions that could lead to clothes dryer fires; and the exposure and risk associated with CCA-treated wood used on playground equipment.
 - ❖ We informed the public through CPSC's communication network. We alerted the public to hazardous products through 200 press releases, 16 video news releases, 2 million distributed publications, appearances on network TV shows, and through CPSC's Web site, consumer hotline, and National Injury Information Clearinghouse. We had 9.2 million Web site visits, 159,200 readers of the *Consumer Product Safety Review*, and 140,000 callers to the hotline.

APPROACHES TO PRODUCT SAFETY

HOW WE REDUCE HAZARDS

The Commission uses a variety of tools to reduce the risks of hazardous consumer products. The tools include (1) participating in the voluntary safety standards process and developing mandatory safety standards; (2) obtaining recalls and corrective actions of hazardous products and enforcement of existing regulations; and (3) alerting the public to safety hazards and safe practices. We set annual performance goals for each of these tools. In addition, the agency bases its actions to reduce the risks of hazardous consumer products on information developed from its extensive data collection systems that assess the causes and scope of product-related injuries.

Safety Standards

Much of our work in saving lives and making homes safer is through cooperation with industry. Since 1990, we have worked cooperatively with industry and others to develop 249 voluntary safety standards while issuing only 35 mandatory rules, a seven-to-one ratio of voluntary to mandatory standards.

We participate in the development of voluntary standards at a number of steps in the process. Staff first submits recommendations for new standards, or modifications of existing standards, to organizations that develop voluntary standards. The organizations complete technical work to support the requirements, publish a proposal for public comment, and publish a standard. Staff also provides expert advice, technical assistance, and information based on data analyses of how deaths, injuries and/or incidents occurred. Our voluntary standards policy does not permit us to vote on proposed changes or new standards; however, our comments are considered throughout the process.

This process can take months or it may take several years. While the development of recommendations is within our span of control and the actual development of proposed standards within our span of influence, the publication and effective dates for the consensus voluntary standards are not.

Safety standards may also be developed through regulation. We usually work cooperatively with industry to develop an effective voluntary standard. If a voluntary standard exists, by law, we may issue a mandatory standard only when we find

that the voluntary standard will not eliminate or adequately reduce the risk of injury or death or it is unlikely that there will be substantial compliance with the voluntary standard.

Compliance

In 2003, CPSC completed 280 cooperative recalls involving about 40 million consumer product units that either violated mandatory standards or presented a substantial risk of injury to the public. Although we have neither the authority nor the resources to approve products for safety before they are marketed, we can work with companies to remove products from the marketplace if we learn that they violate mandatory safety standards or are defective, creating a substantial risk of injury or death.

Headquarters and field staff identify defective products through their own investigations. In addition, firms are required by law to report potential product hazards or violations of standards to the Commission. If an evaluation justifies seeking a product recall, we work with the firm to cooperatively recall the defective or violative product. In nearly all cases, firms work cooperatively with us. If a firm refuses to recall a product voluntarily, we may litigate to require a recall.

To assist industry in cooperatively recalling products and complying with our regulations easily and quickly, we rely on two activities: Fast-Track product recalls and our Small Business Ombudsman. The Fast-Track program streamlines the process of recalls for firms that are willing and prepared to recall their products quickly. Because every recalled defective product represents a potential injury or death, removing these hazardous products from the marketplace faster can prevent more injuries and save more lives. Recalls under the Fast-Track program are two times faster than traditional recalls and, on the average, are implemented within 13 days of a firm's report to CPSC.

We also established a Small Business Ombudsman to help small firms comply more easily with product safety guidelines by providing them with a single point of contact for assistance and information. The Ombudsman coordinates a clearly understandable response from our technical staff so that firms receive the information they need within three business days.

Consumer Information

We warn the public about product-related hazards through print and electronic media, our hotline and Web site, and other outreach activities. We develop and provide safety information for the public through safety alerts, news releases, video news releases, publications, national and local television

appearances, and hotline messages. When knowledge of a hazard requires immediate warnings to the public, such as the recall of a playpen that caused the death of a baby, we rely heavily on the media (newspapers, radio, TV, video news releases). For warnings that need to be repeated -- and most do -- we often rely on outreach by partnering with other organizations and by developing programs, such as Baby Safety Showers and Recall Roundups, which are easily replicated by other organizations.

We have improved our Web site, consumer hotline, and Clearinghouse to better serve the public. CPSC's Web site has grown rapidly from about 200,000 visits in 1997 to 9.2 million visits in 2003. We post and spotlight recall notices on the Web site the same day as the news release announcing the recall. Consumers and firms can file reports of unsafe products on-line and firms are ensured of confidentiality by encrypted transfer of data. Product safety information is also available in Spanish and children can access a special section of the site, *Especially for Kids*, which has safety information.

The hotline receives consumer complaints and provides information on product hazards and recalls to the public. The National Injury Information Clearinghouse provides injury data to staff and the public and provides manufacturers with consumer complaints, reported incidents, and incident investigations involving their products.

HOW WE IDENTIFY HAZARDS

CPSC collects data on consumer product-related injuries and deaths, as well as economic and hazard exposure information, for products under our jurisdiction. We also investigate specific injury cases to gain additional knowledge about injuries or hazards and how the reported product was involved. We systematically analyze this information to determine where hazards exist and how to address them. These activities reflect the agency's commitment to making decisions based on appropriate data analyses. This work provides underlying support to all the Commission's safety activities.

Each year, we collect information about product-related injuries treated in hospital emergency rooms through our National Electronic Injury Surveillance System (NEISS). This unique system provides statistically valid national estimates of product-related injuries from a probability sample of hospital emergency rooms. Each year, NEISS supplies about 350,000 product-related cases from a sample of about 100 hospitals. The hospitals transmit incident information electronically, and in some cases, the data are available within 24 hours after an

incident. Several foreign governments have modeled their national injury data collection systems after the Commission's system.

CPSC also collects mortality data. We purchase, review, and process about 8,700 death certificates each year covering unintentional product-related deaths from all 50 states. Our Medical Examiner and Coroner Alert Project collects and reviews approximately 3,000 additional reports from participating medical examiners and coroners throughout the country. We also collect and review about 5,000 news clips and 10,000 other reports of product-related injuries and deaths from consumers, lawyers, physicians, fire departments and others.

PERFORMANCE REPORT ORGANIZATION

This performance report gives a comparison of 2003 actual performance with the targets as set in the 2003 Performance Plan (March 2003). The goals are in *italics* to distinguish them from the accomplishments. The 2003 performance is characterized as completed, completed in part, not completed, will complete, exceeded, deferred, or not met and is listed just prior to the accomplishment.

The Performance Report contains the death and injury data that was included in the Performance Plan. We may have more recently available data, but for this report, we retained what was in the Performance Plan since it was the basis for the development of the performance goals.

FIRE AND ELECTROCUTION HAZARDS

INTRODUCTION

Reducing Fire and Electrocution hazards is our largest hazard reduction activity. Fire hazards result in more deaths than any other hazard under our jurisdiction. Electrocution represents a smaller hazard and is allocated a correspondingly smaller portion of our resources.

Total Resources for this Activity (dollars in thousands)											
HAZARDS		1999		2000		2001		2002		2003	
		FTEs	Amount								
Fire	Plan	--	--	--	--	--	--	160	\$18,107	146	\$17,389
	Actual	164	\$16,509	178	\$18,053	154	\$17,270	148	\$17,340	145	\$16,967
Electrocutions	Plan	--	--	--	--	--	--	29	\$3,169	27	\$3,119
	Actual	20	\$1,917	23	\$2,293	25	\$2,569	23	\$2,724	22	\$2,667

--Data not available.



KEEPING FAMILIES SAFE FROM FIRE HAZARDS

STRATEGIC GOAL: Reduce the rate of death from fire-related causes by 10 percent from 1995 to 2005.

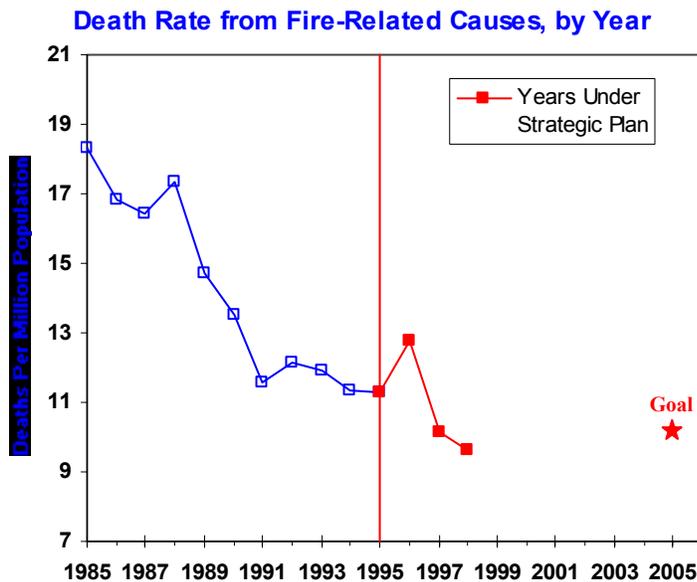
THE HAZARD

This nation's fire death rate remains one of the highest among industrialized nations. In 1998, over 2,600 people died and over 15,000 were injured because of fires in their homes. These fires resulted in property losses of about \$3.6 billion. The total cost to the nation from residential fires was about \$18 billion. Children and seniors are particularly vulnerable. About 700 children under the age of 15 died of fire-related causes and over 300 of these deaths were to children under the age of 5 years in 1998. In fact, children under age 5 have a fire death rate more than twice the national average. Older adults also have significantly higher fire death rates in comparison to the rest of the population. In 1998, residential fires resulted in 770 deaths to adults 65 years and older.

Products most often ignited in fire deaths are upholstered furniture, mattresses, and bedding. In recent years, these three product categories were associated with over one-third of the fire deaths. Cooking equipment is most often involved as a source of ignition in fire deaths, accounting for about 15 percent of fire deaths in recent years.

OUR PROGRESS

Deaths due to fire have declined substantially since the 1980s. In 1998, there were almost 1,600 fewer home fire-related



deaths compared to 10 years earlier, for a fire-related death rate of 9.8 per million population. Past standard-setting and compliance activities contributed to the general decline in fires and fire deaths and show that the agency is effective in reducing fire hazards. These activities include work on cigarette-resistant mattresses and upholstered furniture, heating and cooking equipment, electrical products, general wearing apparel, children’s sleepwear, child-resistant lighters, fireworks, battery-operated children’s vehicles, smoke alarms, and residential fire sprinklers.

2003 ANNUAL FIRE-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare candidates for rulemaking	Goal	2	1	2	3	3
	Actual	2	0	2	3	2
2. Present recommendations to voluntary standards or code organizations	Goal	8	5	6	3	3
	Actual	8	3	4	4	3 [#]
3. Complete data analysis and technical reviews activities	Goal	7	7	13	14	12*
	Actual	5	4	8	12	7
4. Monitor or participate in voluntary standards and code revisions	Goal	**	**	**	**	17
	Actual	20	20	15	15	17

**No goal established.

--Data not available.

*This goal was increased by 1 activity; Gas Furnaces is a carryover activity from the 2002 Performance Report.

[#]This includes an unplanned activity, Turkey Fryers, that was completed in 2003, but not included in the 2003 Performance Plan.

1. Prepare for Commission consideration 3 candidates for rulemaking or other alternatives.

Clothing Textile Standard Update



2003 Plan: *In 2002, an ANPR [Advance Notice of Proposed Rulemaking] was published to begin the process of updating the standard to address changes in test equipment, consumer practice, environmental law, and textile product cleaning techniques. In 2003, staff will respond to comments and develop proposed amendments to the standard for Commission consideration.*

Deferred: Work on this project was delayed while staff focused on the higher priority mattress/bedding project. In 2003, staff reviewed public comments on the clothing textile standard ANPR and prepared a project plan to address these comments and develop amendments for an NPR. While some preliminary work on the amendments is planned for 2004, staff will give priority to the mattress/bedding project.

Mattresses

*80 deaths
980 injuries*



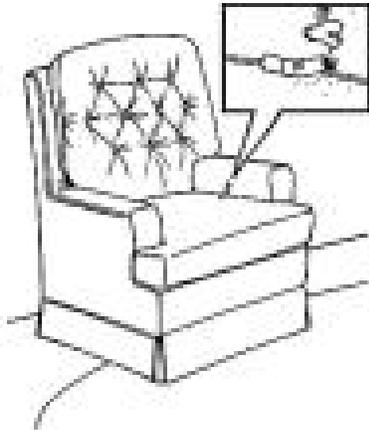
2003 Plan: *Mattresses and bedding materials continue to be one of the main causes of residential structural fires. Of all residential fire losses associated with mattresses and bedding in 1998, an estimated 80 deaths, 980 injuries and \$89 million in property damage could potentially be affected by an open flame ignition standard. A significant number of mattress and bedding fires involve young children as both victims and fire starters. We anticipate that in 2003, staff will continue efforts begun in 2001 to develop a standard for open flame ignition of mattresses.*

Completed: In 2003 staff evaluated comments on the 2001 mattress ANPR, identifying a potential need for rulemaking on open-flame ignition of bedclothes in addition to mattresses. With new mattress and bedclothes regulations moving forward in the state of California, the staff is preparing a comprehensive briefing package for 2004 addressing both a proposed rule for mattresses and options for Commission consideration as to whether to initiate rulemaking on bedclothes.

Upholstered Furniture

*(small open flame ignition)
420 deaths
1,080 injuries
(includes 80 deaths and 350 injuries associated with small open flame ignition as well as additional fire deaths and injuries that could potentially be affected by an open flame ignition standard)*

2003 Plan: *Upholstered furniture fires are a leading cause of fire deaths among products under CPSC's jurisdiction. In 1998, there were 420 deaths, 1,080 injuries and \$120 million in property damage that would be addressed by a small open flame ignition standard. The Commission published an advance notice of proposed rulemaking for development of a standard in 1994. In 1998, the Commission voted to defer action on the draft standard developed by the staff pending additional study of flame-retardant chemicals that might be*



used to meet a standard. The National Academy of Sciences also studied the potential health hazards associated with the use of flame retardant chemicals and published a final report in 2000. In 2001, the staff forwarded a briefing package of technical information to the Commission. Staff is continuing to work with voluntary standards groups and plans to present alternatives for future action by the Commission in 2002. In 2003, work will continue, as appropriate.

Completed: In 2003, staff evaluated comments from a July 2002 public meeting with stakeholders and forwarded a report to the Commission. The staff also recommended in 2003 that the Commission expand its rulemaking to address cigarette-ignited furniture fires as well as small open flame-ignited fires. Staff continues to work with industry groups toward developing a proposed CPSC rule, and to monitor the progress of planned revisions to existing California regulations. The staff plans to present recommendations on regulatory options to the Commission in 2004.

2. Prepare and present recommendations to voluntary standards or code organizations to strengthen or develop 3 voluntary standards or codes:

Clothes Dryers

20 deaths
240 injuries



2003 Plan: In 1998, clothes dryer fires resulted in an estimated 20 deaths, 240 injuries and \$54.9 million in property loss. Based on laboratory testing and review of incident data completed in 2002, staff will work with industry and voluntary standards organizations in 2003 to develop revisions to the voluntary standards.

Completed: CPSC staff continued to work with industry and standards development organizations to help prevent clothes dryer fires. In 2003, a staff report of tests on electric clothes dryers and lint ignition characteristics was released to the public and voluntary standard organization.

Power Taps (Outlet Strips)

30 deaths²
120 injuries



2003 Plan: Power taps (e.g., outlet strips) are popular products often used with home entertainment centers and personal computer systems. Many of the outlet strips we have investigated were involved in fire incidents where the outlet strip was cited as the source of ignition. In 2002, we will complete a technical review of incident data and engineering literature related to surge suppression components (many outlet strips incorporate surge suppression components). In 2003, we will develop recommendations for voluntary

²Estimates include losses where receptacles (including permanent outlets) were the equipment involved in ignition.

standards, as warranted.

Completed: In 2002, CPSC staff reviewed available incident data and engineering evaluations of incident units. In 2003, we recommended revisions to the voluntary standard to provide protection against the spread of fire that could be associated with some failure modes. In 2003, we also conducted laboratory testing of surge suppressors, which may lead to additional recommendations for improvements to the standard.

Smoke Alarms

2,660 deaths³
15,260 injuries



2003 Plan: *Some tests have raised concerns over smoke alarm response to certain fires. The National Institute of Standards and Technology [NIST] in partnership with CPSC and four other organizations conducted full-scale tests in 2001 and 2002. The purpose was to identify potential improvements in performance/installation requirements, test methods, alarm methods, alarm technology for residential applications, and consumer information. In 2003, we will analyze the test results and prepare recommendations for voluntary standards and updated consumer safety information.*

Will complete in 2004: In 2003, staff reviewed and commented on the draft report by NIST. We will analyze the test results and prepare recommendations for voluntary standards, as appropriate, when the final report is completed.

Turkey Fryers



Unplanned: In 2003, we planned to monitor or participate in the modification of the voluntary standard that covers turkey fryers but did not plan to submit recommendations to the voluntary standard. However, in 2003 turkey fryers emerged as a high priority, unscheduled project. CPSC received information that these products may pose a risk of fire and injury when used in expected ways.

Completed: In 2003 staff analyzed the incident data, performed engineering and human factor analyses, and conducted laboratory testing to document the hazard. This information and staff recommendations for voluntary standard requirements were presented to the voluntary standard Technical Advisory Group (TAG). The TAG established a technical working group to address the hazard.

³Improvements to safety standards for smoke alarms potentially affect all fire-related injuries and deaths addressed in this plan.

3. Complete 12 data analyses and technical review activities.

Cigarette Ignition Test Update

2003 Plan: *We use a standard cigarette for testing mattresses under the Flammable Fabrics Act. Changes and variations in cigarette products traditionally used for flammability tests are anticipated in response to market changes and legislative activities. For example, New York State passed legislation that will require all cigarettes sold in the state to be “safe burning” (cigarettes having a reduced ignition propensity) by 2003⁴. In 2002, we began development of a surrogate test that does not rely on the use of actual cigarettes. This work is expected to be completed in 2003.*

Completed: In 2003, the staff completed its investigation and evaluation of surrogate ignition sources that could be used in place of the currently available commercial cigarette. Several potential surrogates were investigated and a round-robin test of the most promising (a standard braided cotton cord) was completed. A project to incorporate this alternative in the mattress standard is planned for 2005, pending outcomes of state legislation and other related CPSC rulemaking proceedings.

Electrical Lighting

60 deaths
250 injuries



2003 Plan: *In 1998, light fixtures, lamps and light bulbs were associated with an estimated 60 fire deaths and an estimated 250 fire-related injuries. In 2003, staff will conduct a review and analysis of all data available in the CPSC databases to identify those lighting products most responsible for deaths and injuries. Future staff activities and recommendations will be directed at the voluntary standards applicable to those identified lighting products.*

Completed: In 2003, staff reviewed available data on lighting products. We also began a two-year data collection effort, working with fire departments to obtain reports of fire incidents associated with lighting products. Additional data collection, focusing on specific products identified from the 2003 data collection, will be conducted in 2004.

Emergency Escape Masks

2003 Plan: *Emergency escape masks are products marketed as a safety device to protect users against deadly toxic smoke while evacuating a fire, chemical or other emergency in the home and other locations. These products have the potential to reduce deaths and injuries by providing more escape time and*

⁴Since this goal was written, state implementing regulations will become effective in 2004.



protecting people from toxic gases during fires. Currently, there are no performance standards for these products. In 2003, staff will conduct performance tests and human factors analyses for products marketed as emergency escape masks. In 2004, recommendations for development of a performance standard may be made, as appropriate.

Not completed: In 2003 work on emergency escape masks was expanded to include those designed to protect against chemical, biological, radiological, and nuclear (CBRN) hazards. Staff participated with NIOSH and other organizations on the development of draft performance tests for these CBRN products. NIOSH has also agreed to conduct the most relevant of these performance tests on fire escape masks for the Commission. An interagency agreement is under development for 2004.

Fire Indicators

2003 Plan: *Most electrical product standards use an artificial fire indicator in their flammability tests to determine if a product represents a potential fire hazard, and most testing laboratories use artificial fire indicators to represent potential ignition sources. In 2002, staff worked with the University of Maryland to determine the adequacy and variability of current fire indicators. In 2003, staff will conduct additional tests to determine how multiple thicknesses of fire indicators and/or household combustibles affect fire risk and to develop recommendations to the voluntary standards, as appropriate.*

Completed: The development of quantitative heat flux based measurements could be used to develop a better-controlled, more repeatable test method for use in electrical product standards, making it easier to identify potential fire hazards. In 2003, staff conducted tests to determine how multiple thicknesses of fire indicators and/or household combustibles affect fire risk. This work suggests that it is possible to revise some voluntary standards to require the use of quantifiable heat flux emissions in place of, or to supplement, the use of artificial fire indicators. The range and complexity of the voluntary standards for consumer products requires additional analysis before appropriate recommendations for changes can be developed. In 2004, staff will review voluntary standards to determine which rely on tests using artificial fire indicators but would benefit from the use of flux measurements. Staff will also review fire incident data in order to support future revisions to the selected standards.

Fire Investigation Training

2003 Plan: *In 2002, staff developed a draft training program for field investigators to enhance their ability to interact with local authorities and to interpret fire investigation reports. In 2003, staff will pilot test this training and make revisions, as appropriate.*

Completed: The goal of this project is to equip field investigators with the necessary training and tools to collect more detailed information when investigating a fire incident. These investigations would provide CPSC staff a better understanding of product failures and improve the ability to reduce fire hazards to consumers. In 2003, the staff worked with the U.S. Fire Administration and identified contract instructors capable of preparing and delivering the necessary course material to CPSC field investigators. A pilot 2½-day course was delivered successfully to 20 investigators; others are being scheduled for next year.

Gas Furnaces

*10 deaths
100 injuries*



2003 Carryover from 2002: *In 1998, there were an estimated 2,400 fires associated with gas-fired central heating units, including furnaces, resulting in an estimated 10 deaths and 100 injuries. To reduce the risk of fire associated with furnace failure, staff will review available information related to possible causes of heat exchanger and other furnace component failures and conduct laboratory testing. We will develop recommendations for revisions to the voluntary standards in 2003, as warranted.*

Not completed: In 2002, staff was able to collect one available sample of a failed heat exchanger. One sample was insufficient for meaningful evaluation and staff planned to continue to collect relevant samples in 2003, if available. In 2003, this project was terminated because we were unable to collect heat exchanger samples for analysis. Often by the time we contacted a consumer, their furnace was fixed or replaced and the failed parts were discarded or not available.

Gas Grills/LP Gas Systems



2003 Plan: *In 1998, there were an estimated 500 grill fires attended by fire services. To address the risk of fires and explosions of gas grills from such causes as leaking fuel at the tank connection, delayed ignition, overfilled tanks, valves and leaking hoses; in 2003, CPSC staff will complete a technical review of the incident data and conduct any necessary laboratory testing. In 2004, results of this evaluation will be used to make recommendations to the voluntary standards, as appropriate.*

Will complete in 2004: In 2003 staff identified gas grill incidents and started engineering and human factors analysis to determine failure modes and possible solutions to correct the problems. Work was delayed due to shifting of resources to higher priority projects.

Panelboards [Residential Circuit Breakers]



2003 Plan (Carryover from 2001): *In 1998, circuit breakers were identified in an estimated 1,600 fires. Panelboards provide the means to make connections to circuit breakers and fuses used to protect the electrical wiring systems in homes. A failure of a panelboard can present a high risk of ignition to a home since the failure can occur ahead of the circuit breakers/fuses. This project will focus on identifying the details of materials selection and component design of panelboards and directly associated electrical equipment that can contribute to the failures of panelboards. In 2003, fire incidents associated with residential panelboards will be identified through contact with fire services. Follow up in-depth investigations will be conducted in order to support development of needed performance requirements. Data will be reviewed as it is collected and data analysis will be completed in 2004. Engineering analysis will identify and substantiate needed performance requirements. This information will be used to support future proposals to revise existing voluntary standards for panelboards.*

Will complete in 2004: In 2002, we obtained multiple years of incident reports involving panelboards from the archives of two local fire departments and participated in an Underwriters Laboratories Inc. (UL) Standards Technical Panel for Panelboards. Planned testing of panelboards/circuit breakers was deferred until 2003 due to a later than expected delivery date of critical test equipment (load banks). A comprehensive Investigation Guideline for use in conducting investigations of incidents was developed. Several such investigations were conducted in 2003 to test the Guideline, but the special study

designed to capture information from incidents occurring throughout the country was delayed to 2004 due to a temporary diversion of staff resources to support high priority rulemaking activities in the fire area.

Sensor Technology

2003 Plan: *In 2003, this activity will focus on the application of sensor technologies in identifying and addressing conditions that could lead to fires with clothes dryers.*

Completed: In 2003, CPSC staff conducted testing to determine if sensors could be used to detect potentially hazardous conditions in electric clothes dryers. Analysis of test data indicated the use of sensors and data analysis techniques can potentially be used to identify conditions that may lead to consumer hazards before the hazard is manifested.

Smoke Alarm Audibility

770 deaths to persons 65 and older



2003 Plan: *Fires caused approximately 770 deaths to adults 65 and older in 1998. In comparison to the rest of the population, older adults have significantly higher fire death rates. The elderly tend to experience diminished hearing, often making it difficult for them to hear smoke alarms. In 2003, staff will evaluate audibility in smoke alarms including overall warning effectiveness of various frequencies in residential environments. In 2004, staff will make recommendations for improvements to voluntary standards as appropriate.*

Completed: In 2003, CPSC staff completed a review of literature on the elderly not hearing smoke alarms, as well as on children not waking from smoke alarms. This review included an evaluation of audibility including overall warning effectiveness of various frequencies in residential environments. A report of this literature review will be completed in early 2004. CPSC staff participated in discussions on smoke alarm audibility to help define the issues. These discussions involved Underwriters Laboratories Inc. (UL), Canadian Standards Association, National Fire Protection Association, U.S. Fire Administration, Centers for Disease Control and Prevention, manufacturers, consumer groups, researchers, sleep specialists, and physicians. CPSC staff will continue to work with outside organizations on the sound effectiveness of smoke alarms.

Smoke Alarms (Effectiveness Survey)

2003 Plan: *In 2002, CPSC contracted (funds provided by USFA and CDC) for a probability telephone survey to identify the extent to which smoke alarms provided the first warning of a fire. The survey will also collect information about the role of fire extinguishers and sprinklers. In 2003, staff will work with*

the contractor to plan the survey and monitor data collection.

Completed in part: In 2003, staff worked with the contractor to plan the survey and prepare materials for OMB clearance. Data collection will begin in 2004, when we will begin the residential fire survey using a telephone probability sample of U.S. households. Data collection will continue into 2005.

*Smoke Alarms
(Wireless Technologies)*

2003 Plan: *In 2002, with funds from USFA, CPSC contracted for an evaluation of current smoke alarm and wireless technologies to determine the feasibility of producing a battery-operated smoke alarm that is interconnected by wireless communication. The work on this contract will be completed in 2003.*

Completed: Smoke alarms in new construction are now required to be interconnected so that all smoke alarms sound if any individual alarm detects smoke. Interconnection could allow an occupant to hear an alarm sooner if the fire occurs in another part of the home. For consumers who rely on battery-operated smoke alarms, interconnection of alarms with wireless communication could increase the time available to escape a fire by providing a quicker alert of a fire somewhere in the home. In 2003, CPSC contracted with the Naval Research Laboratory (NRL) to evaluate current smoke alarm and wireless technologies to determine the feasibility of producing a battery-operated smoke alarm that is interconnected by wireless communication. The work was conducted in two phases. Phase I was a literature search on residential smoke alarms, wireless technologies, and battery sources. In Phase II, NRL built and demonstrated prototype wireless designs. Staff identified potential future areas of study that would build on the results of the NRL report, including cost effectiveness studies and additional engineering analyses.

4. Monitor or participate in 17 voluntary standards revisions.

Voluntary Standards

2003 Plan: *Monitor or participate in the development or modification of voluntary standards for products such as candles, heaters, ranges, turkey fryers, and arc fault circuit interrupters.*

Completed: We monitored or participated in the development or modification of 17 voluntary standards for the following products:

Voluntary Standards Related To Fire Hazards		
Arc Fault Circuit Interrupters	Fixed Electric Heaters	Portable Electric Lamps
Battery Powered Ride-on Toys	Gas Grills	Ranges
Candles	Gas Water Heaters	Smoke Alarms
Clothes Dryers	Hair Dryers	Surge Suppressors
Fire Escape Masks	LP – Gas Systems	Turkey Fryers
Fire Sprinklers	Portable Electric Fans	

Compliance

Annual Goals		1999	2000	2001	2002	2003
5. Pursue for recall or other corrective action	Goal	400	455	505	505	350*
	Actual	703	529	614	367	270
6. Monitor existing voluntary standards	Goal	1	1	2	1	1*
	Actual	2	1	1	1	2
7. Conduct port-of-entry surveillance	Goal	1	2	2	2	2*
	Actual	2	2	3	3	3

*Estimate based on prior years' experience. The actual number of recalls, corrective actions, and monitoring activities will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of fire-related death through:

5. Recalls

2003 Plan: *Our 2003 goal will be to conduct 350 recalls or other corrective actions. There were substantially fewer corrective actions including recalls in 2002 because there was a significant reduction in the amount of support that the U.S. Customs Service was able to provide to CPSC as a result of the September 11, 2001 terrorist attacks. Customs notifies us of shipments of potentially hazardous consumer products at ports of entry. Customs staff and CPSC recently entered into a revised Memorandum of Understanding, which provides CPSC access to two major Customs databases that may allow quicker response by CPSC staff and may help offset the reduced Customs support.*

The number of recalls and corrective actions was less than our estimate of 350. We received a reduction of support from the U.S. Customs Service by about 25 percent. However, for violations and recalls, it is agency policy to set numerical estimates, not a firm target based on five years of historical data. We will adjust future annual goals accordingly. In 2003, we identified and corrected 270 violations relating to products that failed mandatory fire safety standards or presented a substantial risk of fire-related death. Of these, we obtained 71 recalls involving about 11 million product units.



Additionally, CPSC obtained a recall of 2 million drill battery chargers. The transformer inside the charger can overheat. If this occurs, the charger housing can melt and deform, possibly igniting flammable materials near or on the charger. There were 160 reports of chargers overheating.



For example, CPSC obtained a recall of 1.7 million boxes of bamboo stick sparklers. The sparklers' bamboo-stick handles can catch fire, burn and disintegrate and emit burning fragments during use. There were four reports of burns and clothing igniting. Injuries include a 6-year-old girl who received second-degree burns to her ankle and a 3-year-old boy who received a minor burn to his leg when his sweat pants caught on fire.

6. *Voluntary Standards*

2003 Plan: *Monitor 1 existing voluntary standard likely to reduce fire-related deaths. Products related to fire hazards that we recently monitored include halogen lamps and extension cords.*

Exceeded: During 2003, CPSC continued to monitor conformance to two UL voluntary standards likely to reduce fire-related deaths through the compliance staff's activities under section 15 of the Consumer Product Safety Act. We evaluated extension cords and holiday lights to determine if they met specific criteria in the UL voluntary standards and, if not, sought appropriate corrective action. CPSC staff plans to continue to monitor the UL voluntary standard for these products on an ongoing basis.

7. *Import Surveillance*

2003 Plan: *Conduct port-of-entry surveillance for 2 products for which fire safety standards are in effect.*

Exceeded: We conducted port-of-entry surveillance for cigarette lighters, multipurpose lighters, and fireworks.

CPSC's safety standard for cigarette lighters requires that disposable and some novelty cigarette lighters be child resistant and CPSC's safety standard for multipurpose lighters requires that multipurpose lighters be child resistant. CPSC and the U.S. Customs and Border Protection continue to closely enforce these requirements. In 2003, we sampled and evaluated 91 shipments of over 2 million cigarette lighters, seized 79 shipments, and prevented nearly 400,000 noncomplying

cigarette lighters from entering the country. We sampled and evaluated 3 shipments of nearly 100,000 multipurpose lighters; seized 1 shipment, and prevented over 2,000 multipurpose lighters from entering the country.

To assure compliance with fireworks regulations, we targeted imported fireworks. CPSC and the U.S. Customs and Border Protection selectively sampled and tested 264 shipments containing over 32 million fireworks, seized 41 shipments, and prevented over 1 million units of fireworks from entering the country.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
8. Conduct public information efforts	Goal	6	5	6	7	7
	Actual	6	5	6	7	7
9. Issue press releases	Goal	35	45	45	45 [#]	45 [#]
	Actual	57	48	53	88	72
10. Produce video news releases	Goal	2	5	5	6 [#]	5 [#]
	Actual	7	8	5	8	7
11. Respond to requests for publications	Goal	150,000	160,000	160,000	160,000	200,000
	Actual	451,500*	222,000	259,500	289,000	354,500

*Includes a one time effort to distribute publications to state and local users.

[#]These goals were changed to include all product hazards not just recalled products as in previous years.

8. Conduct 7 public information efforts.

Fireworks



2003 Plan: Conduct a national fireworks safety campaign for the Fourth of July aimed at increasing public awareness of the need for safety. The national campaign will alert consumers to the common hazards associated with legal and illegal fireworks. Field staff will work with fire departments to demonstrate the dangers of fireworks and conduct safety campaigns at the community level in cooperation with such groups as hospitals, youth groups, and schools.

Completed: Prior to the Fourth of July holiday, CPSC held the annual fireworks news conference on the National Mall in Washington, D.C. and issued print and video new releases on fireworks safety. The Field staff worked with many state and local fire departments through presentations and exhibits promoting fireworks safety at community levels. Media coverage included radio and television interviews and newspaper articles. Staff conducted a joint seminar in Oregon with the Bureau of Alcohol, Tobacco, Firearms, and Explosives and the Oregon State Fire Marshals on fireworks and illegal explosives for local fire and police officials. Staff also assisted

the state designee from Vermont, where sparklers are now legal for the first time in 30 years, by providing safety information for an interview on fireworks on the state's largest television station with an audience of 1.4 million viewers.

General Fire Hazards



2003 Plan: *Continue to alert the public to fire hazards associated with consumer products. Issue news releases about fire hazards including death and injury data and remedies. Field staff will provide fire safety information and encourage fire experts to participate in CPSC programs.*

Completed: We issued various news releases about fire hazards. For example, we provided safety tips during Children's Health Month to protect children, including a tip to install arc fault circuit interrupters that may help prevent electrical fires; we alerted holiday shoppers to the dangers of using loose-fitting cotton garments as sleepwear for kids and that parents can help prevent burns by putting kids in snug-fitting or flame-resistant sleepwear; and we warned, after major storms and power outages, of the dangers of the misuse of generators and candles.

Through media activities, presentations, and exhibits, field staff provided fire safety information to numerous groups, including Scouts, Safe Kids, senior groups, injury prevention coalitions, fire safety educators, home inspectors, State Designees, students, and Indian Health officials. Many fire experts participated in press releases, press conferences, and proclamations to promote the CPSC Recall Round-Up program. A press conference held with the Camden County of New Jersey Office of Consumer Affairs, Office on Aging, and the fire marshal's office at a senior center with 150 seniors in attendance was covered by a major television network affiliate.

Halloween Hazards



2003 Plan: *Issue a news release to continue warnings about the risk of fire associated with homemade children's costumes, jack-o-lanterns, and other Halloween decorations. Continue to conduct field Halloween safety campaigns in collaboration with key public officials and/or private agencies to warn about costume flammability when carrying candles and using matches and lighters. Provide similar information to elementary schools.*

Completed: We issued our annual seasonal Halloween safety print and video news releases, which provided tips to prevent injuries to trick-or-treaters and emphasized the hazard of wearing costumes not made of flame-resistant fabrics. For the

first time, CPSC partnered with Dunkin' Donuts to launch the national "Mind Your Munchkins Halloween Safety Program," which informed parents and kids on the importance of Halloween safety. We conducted extensive Halloween safety campaigns through various local and regional media outlets and through Halloween safety seminars in partnership with Dunkin' Donuts. Halloween Safety Tip Sheets were widely distributed through alliances with police departments, schools, child care centers, health departments, hospitals, Safe Kids, and state designees.

Holiday Hazards



2003 Plan: *During the winter holiday season, issue an annual news release to warn about the risk of fire from defective decorative holiday light strings and natural trees, as well as provide tips for the safe use of candles and fireplaces. Include similar information in regional Christmas/winter holiday safety campaigns to warn about the risk of fire.*

Completed: We issued a news release warning of the hazards associated with holiday decorations and emphasized the potential fire-related hazards of candles and Christmas trees. The Field staff took part in events promoting holiday safety throughout the country including conducting media activities advocating fire safety and holiday hazards, providing press conferences in collaboration with state and local groups, and holding a holiday safety news conference at the Denver Children's Museum that reached 220,000 households.

Home Heating



2003 Plan: *Issue a seasonal news release to alert consumers to hazards with home heating equipment. Warn consumers about fire hazards with home heating equipment by providing information on such topics as proper use of wood, electric, and kerosene heaters and home inspections for heating systems.*

Completed: With the Electrical Safety Foundation International, we issued a press release for the "Inspect and Protect!" campaign to encourage homeowners to safeguard homes and warned that seasonal appliances can place added stress and strain on a home's electrical wiring and cause a potentially tragic fire. We also issued a news release on the new technology in gas water heaters that can save lives. This technology, often referred to as a flame arrestor, prevents flashback fires.

Lighters

2003 Plan: *Issue a news release about hazards of cigarette lighters and multi-purpose lighters. These lighters are required to incorporate child-resistant features to help prevent their*



operation by children under age 5. Field staff will conduct safety campaigns using activities such as radio interviews, local press publications, presentations to state and local product safety groups and partnering with other injury prevention organizations, as appropriate.

Completed: We issued a news release on fire hazards that highlighted CPSC's federal standard for child-resistant lighters. The Field staff conducted several safety campaigns through various media activities including a television interview with Good Morning Arkansas highlighting cigarette lighters, newspaper articles on fire safety emphasizing cigarette lighters and candles, and an exhibit at a fire expo with the Fort Washington, Pennsylvania fire department displaying cigarette lighters.

Smoke Alarms



2003 Plan: *Issue an annual news release to remind consumers to maintain smoke alarms in working condition. Field staff will develop a campaign to promote the use of smoke alarms that is focused on a minority population such as Native American communities. Conduct the campaign by partnering with other appropriate organizations.*

Completed: We issued two seasonal news releases to remind consumers when changing clocks for the beginning and ending of Daylight Savings Time to also change smoke alarm batteries and test them to ensure they are working properly. Field staff promoted the use of smoke alarms and offered safety information and free smoke alarms to community based agencies for distribution in Massachusetts. We staffed an exhibit and provided bilingual fire safety and smoke alarm publications at La Fiesta del Pueblo in North Carolina. The event, which had a Hispanic focus, was attended by 5,000 people. Additionally, we provided over 300 publications on fire safety and smoke alarms to a farm safety children's camp in Colorado.

Alert the public to fire-related hazards through:

9. *Press Releases*

2003 Plan: *Issue 45 press releases to alert the public to products presenting a risk of fire-related death.*

Exceeded: In 2003, we issued 72 press releases to alert the public to hazardous products such as battery chargers, sparklers, and halogen bulbs. We exceeded our target due primarily to a redefinition of the goal to now include press releases about all fire-related hazardous products and not just

recalled products as in previous years. Of the 72 press releases, 53 were announcing recalled products. The other topics were general safety warnings or announcements of civil penalty agreements or other federal court decisions involving CPSC.

10. Video News Releases

2003 Plan: Produce 5 video news releases (VNRs) for products that present a fire hazard and 1 VNR for fireworks safety.

Exceeded: In 2003, as part of our annual fireworks safety campaign, we produced a VNR that reached a potential television viewing audience of 6.3 million. We additionally produced six VNRs that featured products such as televisions and water heaters and had a combined potential television viewing audience of over 122 million. Most of these VNRs have video clips on CPSC's Web site that are viewable at <http://www.cpsc.gov/mpeg.html>.

11. Publications

2003 Plan: We will respond to consumer requests for a projected 200,000 checklists, booklets, and safety alerts warning about fire hazards.

Exceeded: In 2003, we responded to requests and distributed 354,500 publications that addressed fire-related hazards. The number distributed does not include those downloaded from http://www.cpsc.gov/cpsc/pub/pubs/pub_idx.html on our Web site. The five most requested distributed publications are listed below.

2003 Five Most Popular Publications (Fire)

Home Fire Safety Checklist	70,100
Home Safety Checklist For Older Consumers	57,700
Smoke Detectors Can Save Your Life	54,300
Fire Safety Checklist For Older Consumers	38,700
Halloween Safety	18,200



KEEPING FAMILIES SAFE FROM ELECTROCUTIONS

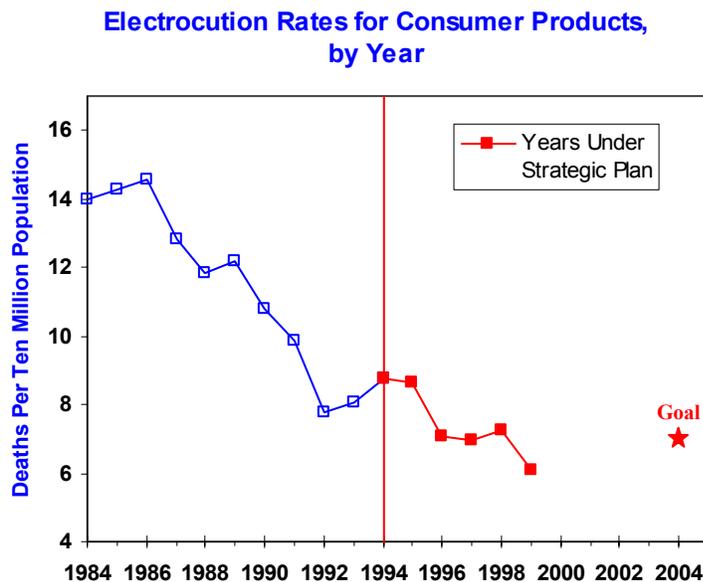
STRATEGIC GOAL: Reduce the rate of death from electrocutions by 20 percent from 1994 to 2004.

THE HAZARD

There are about 190 deaths from consumer product-related electrocutions each year in the United States. About 10 percent of the deaths are to children under 15 years old. The Commission continues to receive reports of electrocution deaths from products such as house wiring, lamps and light fixtures, antennas, power tools, and small and large appliances.

OUR PROGRESS

In 1999, deaths from electrocutions declined to 6.2 deaths per 10 million people, or 130 fewer deaths annually than in 1989. The reduction of these deaths is the result, in part, of several efforts by CPSC. We worked with industry to develop safety standards that reduced or nearly eliminated the risk of electrocution for such products as hair dryers, power tools, CB antennas, and electric toys. CPSC has been instrumental in upgrading the National Electrical Code to provide for wider application of the highly effective electric shock protectors known as ground-fault circuit-interrupters (GFCIs).



2003 ANNUAL ELECTROCUTION-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Provide recommendations or support to national code groups	Goal	1	1	1	1	1
	Actual	1	1	1	3	1
2. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	2
	Actual	2	2	2	4	2

**No goal established.

--Data not available.

1. Provide 1 recommendation or support to national code groups.

National Electrical Code

90 deaths

2003 Plan: *The National Electrical Code (NEC) is an electrical installation standard for buildings and is the most widely adopted model code in the U.S. In the past, we have been successful in advocating new provisions of the NEC that addressed electric shock, including requirements for ground-fault circuit interrupters (GFCIs) for electrical receptacle outlets near sinks, in crawl spaces, and at kitchen countertops. Also included were GFCI requirements and other electrocution protection requirements for specific products including spas and hot tubs, and pressure washers. In 1998, there were 27 electrocutions associated with water and water handling equipment, such as pumps, generators, and pipes.*

In 2002, we will develop and support proposals that would require wider application of shock preventive measures outdoors, particularly around water and water-handling equipment. In 2003, staff will actively participate on two code-making panels covering appliances and branch circuit wiring.

Completed: In 2003, CPSC staff developed a cost/benefit analysis to support previously submitted staff proposals to upgrade the *National Electrical Code* with regard to the wider application of GFCIs. The cost/benefit analysis and other information were provided in 2003 to the *NEC* committee that will take final action on these measures for the 2005 edition of the code. We participated on two panels – one on appliances and one on branch circuit wiring.

2. Monitor or participate in 2 voluntary standards revisions.

Voluntary Standards

2003 Plan: *Monitor or participate in the development or modification of voluntary standards for products such as ground fault circuit interrupters.*

Completed: We monitored or participated in the development or modification of two voluntary standards -- ground-fault circuit interrupters and the National Electric Code.

Compliance

Annual Goals		1999	2000	2001	2002	2003
3. Pursue for recall or other corrective action	Goal	20	25	15	15	15*
	Actual	24	22	13	31	18
4. Monitor existing voluntary standards	Goal	1	1	1	1	1*
	Actual	1	1	1	1	3

*Estimate based on prior years' experience. The actual number of recalls, corrective actions, and standards monitoring will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of electrocution through:

3. Recalls

2003 Plan: *Seek recalls or other corrective actions for products that present a substantial risk of electrocution.*

Exceeded: We pursued for recall or other corrective action 18 products that presented a risk of electrocution. These actions resulted in 17 recalls of 806,000 product units.



For example, CPSC obtained a recall of 180,000 portable lights. These lights have undersized wiring, are not properly polarized, have inadequate grounding, faulty electrical connections, and plastic handles that once ignited continue to burn and spread flames, posing a shock, electrocution and fire hazard to consumers. There was a report of an individual who sustained an electric shock and burn injury using the fluorescent work light near his car.



Additionally, CPSC obtained a recall to replace 125,000 detachable plugs on power adapters. The plug can break open and expose live wires, posing an electrocution or electric shock hazard to consumers. There were 12 reports of the plugs breaking open, though no injuries had been reported.

4. Voluntary Standards

2003 Plan: *Monitor 1 existing voluntary standard likely to reduce electrocutions, such as extension cords, power strips, surge protectors, and holiday lights.*

Exceeded: During 2003, CPSC continued to monitor conformance to several UL voluntary standards likely to reduce electrocutions through the compliance staff's activities under section 15 of the CPSA. We monitored surge suppressors,

power strips, and holiday lights to determine if they met specific criteria in the UL voluntary standards and, if not, sought appropriate corrective action. CPSC staff plans to continue to monitor the UL voluntary standard for these products on an ongoing basis.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Conduct public information efforts	Goal	1	1	1	1	2
	Actual	1	1	1	3	2
6. Issue press releases	Goal	8	8	8	8 [#]	8 [#]
	Actual	13	11	9	25	21
7. Produce video news releases	Goal	1	1	1	1 [#]	1 [#]
	Actual	1	2	1	1	3
8. Respond to requests for publications	Goal	40,000	45,000	45,000	45,000	60,000
	Actual	88,000*	83,000	80,000	102,000	115,500

*Includes a one time effort to distribute publications to state and local users.

[#]These goals were changed to include all product hazards not just recalled products as in previous years.

5. Conduct 2 public information efforts.

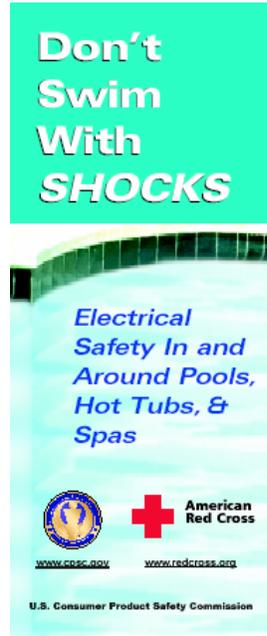
Ground Fault Circuit Interrupters (GFCIs)



2003 Plan: Field staff will continue to promote the use of GFCIs to prevent electrocution through such activities as radio interviews, local press publications, presentations to state and local product safety groups, and partnering with other injury prevention organizations, as appropriate.

Completed: Field staff continues to promote the use of GFCIs to prevent electrocutions through interviews and presentations to state and local product safety groups. We participated in an expo with the Fort Washington, Pennsylvania, fire department, with an exhibit that included a hairdryer without a GFCI. Field staff also located and had destroyed 37 hair dryers without GFCIs for sale in thrift stores throughout the country. We conducted briefings with store management and sales staff promoting the use of GFCIs to prevent electrocution hazards.

Swimming Pools



2003 Plan: *Swimming pools constructed before the early 1980s should be checked for electrocution hazards. The electrical components of older pools (e.g., underwater lighting, electrical wiring, etc.) may need to be repaired or replaced because of the effects of corrosion and weathering. Also, the electrical systems for these pools should be updated with GFCIs as these pools were constructed before GFCIs were required for pools.*

In 2003, we will develop an information program targeting owners of pools (public and residential). Components of the program include issuing a news release at the beginning of the swimming pool season, updating the existing Safety Alert encouraging use of GFCIs for pools, spas, and hot tubs, and developing other informational literature appropriate for operators of public pools and owners of residential pools. Field staff will work with State Safety Inspectors to distribute these materials to the targeted audiences.

Completed: In partnership with the American Red Cross, we issued a print and a video news release, “Don’t Swim with Shocks” to warn of electrocutions in swimming pools, hot tubs, and spas. In support of this campaign, field staff conducted activities with state and local officials and the media which included taping a segment for a national television program, *The John Walsh Show*, with an audience of 1,000,000 viewers.

Alert the public to electrocution hazards through:

6. Press Releases

2003 Plan: *Issue 8 press releases for products presenting a risk of electrocution.*

Exceeded: In 2003, we issued 21 press releases to alert the public to hazardous products such as extension cords and home entertainment amplifiers that presented risks of electrocution or electric shock hazards. We substantially exceeded our target due primarily to recalls; 16 of the 21 press releases related to recalled products.

7. Video News Releases

2003 Plan: *Produce 1 video news release (VNR) for a product presenting a risk of electrocution.*

Exceeded: In 2003, we produced 3 VNRs that addressed electrocution or electric shock hazards. We addressed electrocution hazards in the VNRs for Baby Safety Month, Recall Round-Up, and the “Don’t Swim with the Shocks” safety information campaigns. These VNRs reached a total

potential audience of 26 million television viewers. All of these VNRs have a video clip that is viewable on our Web site at <http://www.cpsc.gov/mpeg.html>.

8. Publications

2003 Plan: *We will respond to consumer requests for an estimated 60,000 safety alerts, checklists and booklets.*

Exceeded: In 2003, we responded to requests and distributed 115,500 publications that addressed electrocution or electric shock hazards. The number distributed does not include those from http://www.cpsc.gov/cpscpub/pubs/pub_idx.html on our Web site that were downloaded. The five most requested distributed publications are listed below.

2003 Five Most Popular Publications (Electrocution)

Home Safety Checklist For Older Consumers	19,200
Childproofing Your Home	17,800
Fire Safety Checklist For Older Consumers	12,900
For Kids Sake, Think Toy Safety	11,300
Sweet Dreams... Safe Sleep For Babies	8,300

CHILDREN'S HAZARDS

INTRODUCTION

In this our second largest activity, we address hazards to children posed by consumer products that are associated with over 500 deaths, over 400,000 injuries and societal costs of about \$20 billion each year. Our past work on safety standards and compliance activities has reduced product-related hazards to children associated with baby walkers, bunk beds, infant cribs, infant swings, infant car seat/carriers, playpens, playground equipment, toys and bicycles. We have identified possible suffocation risks to infants from sleeping with soft bedding. CPSC actions also addressed child strangulation from window blind cords and clothing drawstrings.

In our strategic plan, we set a long-term goal to reduce head injuries to children. We also continue to work on injuries related to other children's hazards, such as recalling toys with dangerous small parts and warning the public about child drowning hazards and the suffocation hazards of soft bedding. This performance plan sets annual goals for "Keeping Children Safe from Head Injuries" and "Keeping Children Safe from Other Hazards."

Total Resources for this Activity (dollars in thousands)											
HAZARDS		1999		2000		2001		2002		2003	
		FTEs	Amount								
Children's Head Injuries	Plan	--	--	--	--	--	--	33	\$3,760	35	\$4,237
	Actual	47	\$4,611	36	\$3,766	33	\$3,683	29	\$3,473	19	\$2,562
Other	Plan	--	--	--	--	--	--	--	--	77	\$8,981
	Actual	--	--	--	--	80	\$8,681	73	\$8,803	89	\$10,250

--Data not available.



KEEPING CHILDREN SAFE FROM HEAD INJURIES

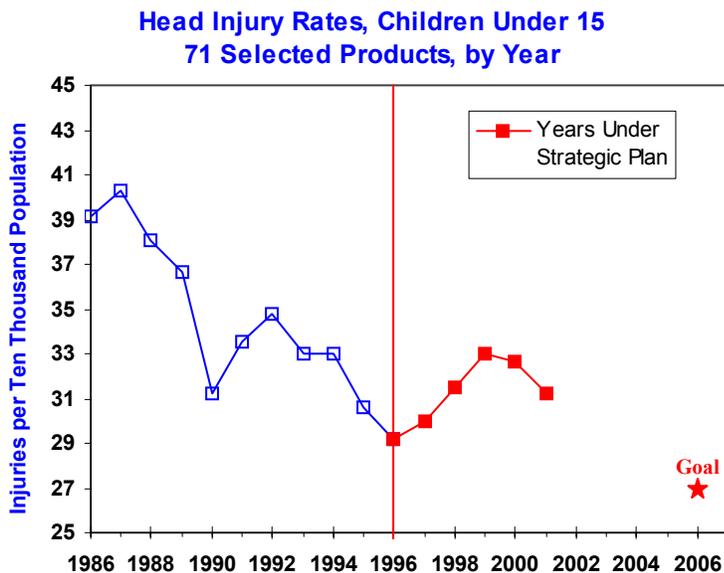
STRATEGIC GOAL: Reduce the rate of head injury to children under 15 years old by 10 percent from 1996 to 2006.

THE HAZARD

Head injury is a leading cause of death and disability to children in the United States. Almost 500 children under 15 years old die each year from head injury trauma and an estimated 680,000 children were treated in hospital emergency rooms for product-related head injury in 2001. Studies have shown that children have a higher risk of head injury than adults do and that children’s head injuries are often more severe than many other injuries and can have life-altering consequences.

In 2001, over 40 percent of the head injuries to children under 15 years were diagnosed as concussions, fractures, and internal head injuries. The types of consumer products under the Commission’s jurisdiction that are most often associated with head injuries to children include bicycles, playground equipment, and nursery products. Participation in sports is also associated with high numbers of children’s head injuries.

OUR PROGRESS



Product-related head injuries to children under 15 years of age remain higher than desired when compared to the goal set for 2006. We have been successful in reducing head injuries to children for some products (e.g., baby walker-related injuries, most of which were to head and face, to children under 15 months of age have shown about a 70 percent reduction since 1995). Many of the largest contributors to the annual toll of head injuries were recreation and sport-related activities including bicycles (41,000), baseball and softball (13,000), and swings and swing sets (12,000). We initiated work in 2001 to learn more about the circumstances of bicycle-related

head injuries to children. The results of this study suggested that bicycle helmets are effective both in preventing emergency-room-treated head injuries and in reducing the severity of head injuries. Further, emergency room data for 2001 show a sharp downturn in the frequency of bicycle-related head injuries.

2003 ANNUAL CHILD HEAD INJURY-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Complete testing, data collection, hazard analysis, or technical review activities	Goal	1	3	4	5	2
	Actual	1	2	3	5	1
2. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	21
	Actual	20	16	18	24	21

**No goal established.

--Data not available.

1. Complete 2 testing, data collection, hazard analysis, or technical review activities.

Handbook for Public Playground Safety

2003 Plan: *An activity has been added to review the Handbook for Public Playground Safety and update it as needed to be consistent with current voluntary standards, surfacing recommendations, and knowledge of hazards.*

Will complete in 2004: In 2003, staff began to assess the need for updated safety recommendations and requested comments on the current CPSC public playground handbook from ASTM and other interested parties. In 2004, staff will revise the handbook based on the 2003 staff assessment, ADA federal guidelines, and any other recently published research having implications for playground safety.

Playground Equipment

200,000 injuries
15 deaths



2003 Plan: *Each year, over 200,000 children are treated in emergency rooms for injuries associated with playground equipment. About one third of all injuries involve the head or face. In 2003, staff will analyze specific hazard scenarios with playground equipment and evaluate ways to address the injuries associated with them. Recommendations to voluntary standards will be developed in 2004 as appropriate.*

Completed: In 2003, staff analyzed hazard scenarios involving upper body equipment (primarily horizontal ladders also known as monkey bars), products which are involved in a substantial number of playground injuries. In early 2004, staff will complete a report on these findings which will contain recommendations for further actions, as needed.

2. Monitor or participate in 21 voluntary standards revisions.

Voluntary Standards

2003 Plan: Monitor or participate in the development or modification of voluntary standards for products such as nursery equipment, playground equipment, helmets, and non-powered scooters.

Completed: In 2003, staff monitored or participated in the development of voluntary standards for the following 21 products:

Voluntary Standards Related To Child Head Injuries		
ATVs	High Chairs	Play Yards
Baby Bouncers	Home Playground Equipment	Public Playground Equipment
Baby Swings	Infant Carriers (Hand Held)	Recreational Helmets
Baby Walkers	Infant Carriers (Soft and Frame)	Soft Contained Playground Equipment
Bassinets/Cradles	Non-Powered Scooters	Strollers
Bicycles (Structural Integrity)	Playground Equipment For Children Younger Than Two Years	Trampolines
Changing Tables	Playground Surfacing	Tricycles

Compliance

Annual Goals		1999	2000	2001	2002	2003
3. Pursue for recall or other corrective action	Goal	25	25	30	30	25*
	Actual	37	37	55	55	31
4. Monitor existing voluntary standards and/or conduct industry special programs	Goal	2	2	2	2	1*
	Actual	0	1	1	3	1

*Estimate based on prior years' experience. The actual number of recalls, corrective actions, and standards monitored will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of head injury through:

3. Recalls

2003 Plan: Conduct 25 recalls or other corrective actions on hazardous products that present a substantial risk of head injury to children or violate CPSC's safety standards.

Exceeded: We obtained 31 corrective actions for products that presented a substantial risk of head injury to children or that

violated mandatory safety standards. This included 13 recalls involving over 2 million product units.



For example, CPSC and the National Highway Traffic Safety Administration obtained a recall of 1.2 million infant car seats/carriers to address a problem with the carry handle. When the seat is used as a carrier, the plastic handle locks can unexpectedly break or release from the carrying position, causing the seat to unlatch or flip forward. When this happens, an infant can fall to the ground and suffer injuries. There were 416 reports of the handle locks breaking or unlatching, resulting in nine injuries to children. These injuries included bruises and scratches to the head and face. According to the reports, some injuries occurred to children restrained in the seat.



Additionally, we obtained a recall of 300,000 infant toys. The toy, which is designed to encourage crawling babies to pull themselves up and stand, can tip over during use and strike falling babies in the head, face or neck, resulting in injuries. There were 44 reports of the toys tipping over during use. There have been 26 reports of babies suffering injuries, including one minor concussion, and various bumps, bruises, black eyes and cut lips.

4. *Voluntary Standards/ Industry Special Programs*



2003 Plan: *Continue monitoring distributor and retail activities involving sales of products such as all-terrain vehicles (ATVs) and the ATV industry safety program.*

Completed: CPSC staff continues to monitor and enforce agreements made by the major distributors/manufacturers of ATVs concerning how they market and sell adult-sized ATVs. These agreements require dealers to adhere to age recommendation requirements in the promotion and sale of ATVs. The Field staff continues to conduct undercover inspections throughout the country to determine if the dealers are selling adult-sized ATVs to children under 16. In addition, the ATV distributors also conduct their own surveillance of dealers and submit yearly reports to CPSC.

In 2003, CPSC investigators conducted random undercover inspections at ATV dealers across the country to determine if they complied with age recommendation requirements in the promotion and sale of ATVs. We found that 37 percent of the dealers were in violation of the age recommendation requirements. Manufacturers have been notified of the dealer violations so they can conduct appropriate corrective action.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Conduct public information efforts	Goal	4	4	4	3	5
	Actual	4	4	4	3	2
6. Issue press releases	Goal	15	15	15	15 [#]	15 [#]
	Actual	19	22	21	17	16
7. Produce video news releases	Goal	1	5	5	4 [#]	4 [#]
	Actual	6	6	7	4	2
8. Respond to requests for publications	Goal	150,000	160,000	160,000	160,000	200,000
	Actual	531,500*	287,000	252,000	243,000	259,500

*Includes a one time effort to distribute publications to state and local users.

[#]These goals were changed to include all product hazards not just recalled products as in previous years.

5. Conduct 5 public information efforts to alert the public of head injury hazards.

Bicycles



2003 Plan: Issue a news release to promote the use of bicycle helmets meeting the CPSC safety standard and safe bicycle-riding practices that prevent head injuries to children. Field staff will work throughout the country to promote the safety message with activities such as radio interviews relating to bicycle safety, local press publications, and presentations to state and local product safety groups. Our field staff frequently partner with other injury prevention organizations to promote bicycle safety through activities such as bicycle rodeos.

Completed: During Children's Health Month, CPSC participated in a multi-agency effort to promote the health and safety of children. We issued a news release to provide product safety information and promoted the Children's Health Month calendar, which contained tips to protect children. We emphasize bicycle safety and the importance of wearing a helmet while riding. Field staff participated and promoted bicycle safety throughout the country in the form of safety rodeos and through the media. For example, 600 third graders from schools in Milwaukee, Wisconsin participated in the bike rodeo and received a free fitted helmet and a copy of CPSC's "10 Smart Routes to Bicycle Safety" brochure. In Hawaii, we participated in bike clinics to promote helmet usage and general bicycle safety; children were given a free bicycle helmet.

Infant Products



2003 Plan: *Warn parents about the hazards of certain older style infant products such as high chairs, strollers, and infant carriers and inform them about safety features of newer style products. Issue a news release about the hazards of at least one of these products. Field activities will include such programs as baby safety showers, Recall Round-up, local media interviews, and speaking engagements.*

Completed: Prior to the December holidays, we issued a news release, “Holiday Toy Recall Checklist,” that included a warning about older style baby walkers that can fall down stairs. Newer style walkers are designed to stop at the top of stairs or be wider than the standard doorway to help prevent falls down stairs. Babies using older-style walkers that fit through a standard doorway or are not designed to stop at the edge of a step can be seriously injured or killed if they fall down stairs.

In addition, field staff conducted a seminar in Oklahoma that covered infant products at a conference with over 500 people in attendance. We provided safety kits to attendees of a Hispanic Heritage Community Forum in Texas. Also, field staff participated in a talk show segment on child and toy safety on a local radio station in Utah that reached 1,500,000 listeners. In partnership with a local Babies “R” Us store in California, we sponsored a Baby Safety Shower, a CPSC-initiated program, during Baby Safety Month.

Playground Equipment



2003 Plan: *Issue a news release to promote the new Home Playground Equipment Handbook. Promote and distribute the new handbook for home equipment. Continue to promote and distribute the existing handbook for public playground equipment.*

Completed in part: We did not issue a news release to promote the *Home Playground Equipment Handbook*; the handbook is not yet finalized due to a potential safety issue that arose. We expect to finalize the handbook in 2004 and issue a news release at that time. We issued a news release about the hazards to children on backyard play sets and issued a Web alert on public playground swing seats that were recalled. We also distributed various publications related to playground safety including 17,000 copies of *Home Playground Safety Tips*. Field staff conducted numerous media activities promoting playground equipment safety, and distributed the *Handbook for Public Playground Equipment* to child care

facilities and life safety educators. We conducted a Chicago, Illinois television interview regarding a plastic slide that broke and injured a child that reached an audience of 750,000. Field staff assisted State Designees in Vermont and North Dakota in completing playground safety outreach programs, which included CPSC safety materials and the *Handbook for Public Playground Safety*.

Recreational Activities

2003 Plan: *Issue seasonal news releases to promote the use of head protection/safety gear with recreational activities such as riding scooters, in-line skating, skiing, and snowboarding. Field staff will partner with state and local officials to promote recreational safety including radio interviews for seasonal sport activities.*

Completed in part: Field staff conducted a radio interview in Arkansas promoting recreational safety with playground equipment, ATVs, and bicycles that reached 600,000 listeners. We partnered with the Arkansas State Health Department as part of an injury prevention team and presented information on CPSC's recreational safety campaign for a state symposium/workshop. We plan to issue a news release about recreational activities in 2004.

Window Guards



2003 Plan: *Field staff will work with state and local groups in communities to promote the use of window guards that prevent falls and meet the ASTM standard. Part of this work will include developing model legislation for adoption by state and local jurisdictions.*

Completed in part: Field staff worked with Safe Kids and Dorchester Cares, an inner-city agency with Boston Health and Hospitals in Massachusetts, and conducted a program focused on window guards, fire alarms and baby gates. Materials were left at each home site.

Alert the public to the hazards of head injury through:

6. *Press Releases*

2003 Plan: *Issue 15 press releases to alert the public to products presenting a risk of head injury.*

Exceeded: In 2003, we issued 16 press releases that alerted the public to hazardous products that presented a risk of head injury to children. These included products such as infant car seats/carriers and portable cribs.

7. Video News Releases

2003 Plan: Produce 4 video news releases (VNRs) for products presenting a risk of head injury.

Not completed: We produced 2 VNRs that addressed one or more hazardous products that presented a risk of head injury. These VNRs had a combined potential television viewing audience of 43 million. Most of our VNRs have video clips that are viewable at <http://www.cpsc.gov/mpeg.html> on our Web site. We did not meet our target due to a decrease in the number of recalls in this hazard area and also due to the decrease in the number of manufacturer-funded VNRs.

8. Publications

2003 Plan: We will respond to consumer requests for a projected 200,000 checklists, booklets, and safety alerts warning about head injury hazards.

Exceeded: In 2003, we responded to requests and distributed 259,500 publications that addressed child head injury hazards. The number distributed does not include those downloaded from http://www.cpsc.gov/cpscpub/pubs/pub_idx.html on our Web site. The five most requested distributed publications related to this hazard are listed below.

2003 Five Most Popular Publications (Child Head Injury)

Ten Smart Routes To Bicycle Safety	31,600
Child Care Safety Checklist	22,000
Sprocketman Comic Book	21,400
Use Your Head.... Bike Helmets Flyer	19,400
Childproofing Your Home	17,800

KEEPING CHILDREN SAFE FROM OTHER HAZARDS

THE HAZARD

Non-head injury hazards to children are associated with a wide-range of consumer products (including some that also cause head injuries). Examples include: choking and suffocation hazards related to some children's toys; suffocation from soft bedding; strangulation from window blind cords and clothing drawstrings; swimming pool and other at-home drownings; falls from playground equipment, and various hazards with infant products, such as highchairs, strollers, and baby bath seats.

2003 ANNUAL GOALS FOR OTHER CHILDREN’S HAZARDS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare candidates for rulemaking	Goal	**	**	**	2	3
	Actual	--	--	--	0	1
2. Complete testing, data collection, hazard analysis, or technical review activities	Goal	**	**	**	4	4*
	Actual	--	--	--	3	4
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	8
	Actual	6	7	6	8	8

**No goal established for that year.

--Data not available.

*This goal was increased by 1 activity; Guidelines for Use/Assembly was not in the 2003 Performance Plan, but deferred to 2003 in the 2002 Performance Report.

1. Prepare for Commission consideration, a notice of proposed rulemaking or a final rule for at least 3 children’s product related to other (non-head) injuries.

Baby Bath Seats

78 deaths
(1983-May 2001)

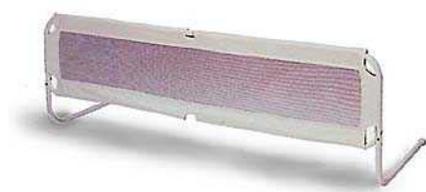


2003 Plan (Carryover from 2002): *In 2001, the Commission began a rulemaking process by issuing an advance notice of proposed rulemaking to address the risk of drowning associated with these products. In 2002 and 2003, to address the risk, the Commission may (a) continue the rulemaking process by issuing a notice of proposed rulemaking; (b) work with standards setting groups to complete a voluntary safety standard; or (c) consider other alternatives. In 2003, staff will continue standards development activities as appropriate.*

Completed: During 2002, staff continued to develop a briefing package to outline regulatory options available to the Commission. A Commission briefing package was deferred to

2003 since the Commission was without a quorum and could not conduct official business for 5 months during 2002. In addition, staff participated in a voluntary standard task group to develop performance requirements that would address certain hazards with baby bath seats that CPSC staff identified. As a result of that work, a revision to the current voluntary standard was balloted in the summer of 2002. In 2003, the staff prepared an options package and briefed the Commission, discussing the status of the applicable voluntary standard, the staff's recommended bath seat requirements, and public comments received on the ANPR (Advance Notice of Proposed Rulemaking). At the Commission briefing, the Commissioners heard from the CPSC staff and also received oral comments from interested parties. In early 2004, the Commission voted unanimously to issue a notice of proposed rulemaking. In 2004, staff will assess comments responding to the NPR (Notice of Proposed Rulemaking), and will continue support of voluntary standard activities.

Bed Rails



2003 Plan (Carryover from 2002): *In 2003, staff plans to complete an NPR for Commission consideration.*

Will complete in 2004: In 2002, staff worked on refining and clarifying the draft proposed performance requirements as presented to the Commission in the 2001 briefing package. Staff also worked with a voluntary standards task group and participated in an extensive inter-laboratory test program during the summer of 2002 to evaluate the reproducibility of the proposed test procedures. The draft NPR was deferred until 2003 to allow time for testing to refine requirements. In 2003, the staff worked with ASTM to revise the bed rail standard to address entrapment hazards, which our staff had identified, more effectively. Rulemaking will remain on hold pending a 2004 staff evaluation of industry conformance to the updated voluntary standard.

Crib Slat Integrity



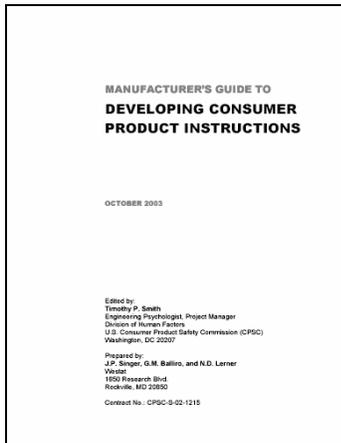
2003 Plan: *In 1996, CPSC began a rulemaking activity to address crib slat integrity. In 1999, the voluntary standard for cribs was revised to include performance requirements for crib slats. In 2003, staff will complete an assessment of industry conformance to the voluntary standard and develop recommendations as to whether to continue or terminate rulemaking.*

Will complete in 2004: In 2003, the staff evaluated industry conformance to the voluntary standard adopted to address hazards identified in our rulemaking process. In order to obtain

sufficient data to complete the evaluation, staff will continue this activity into 2004, and will prepare an options package for Commission consideration as to whether to continue or terminate rulemaking in this area.

2. Complete 4 testing, data collection, hazard analysis, or technical review activities.

Guidelines for Use/Assembly



2003 Carryover from 2002: *In 2002, staff awarded a contract for performance of the work intended to generate the guidelines. Though contract performance began in 2002, delays in the release of the Request for Quotation and in the awarding of the contract extended the time to completion of the contract into 2003. The contractor will provide the final deliverables of the contract, including the guidelines, in 2003. The focus of the guidelines has been expanded to include consumer products in general, rather than just children's products.*

Completed: The manufacturers' guidelines for preparing consumer product use and assembly instructions were completed in 2003. The purpose of the *Manufacturer's Guide to Developing Consumer Product Instructions* is to help manufacturers develop instructions for consumer products that are clear, readable, and easy-to-understand. Good instructions are an important component of product safety. A product that is incorrectly assembled or repaired or misused due to confusing or misleading instructions could create a potentially hazardous situation.

Investigation Guidelines

2003 Plan: *An activity has been added to begin the process of revising the investigative guidelines for children's products. These guidelines are used by Field staff to collect data on incidents with children's products. Many of the guidelines were developed several years ago and do not reflect changes in products and product usage.*

Completed: In 2003, the staff completed investigative guidelines for 1) nursery products and 2) bath seats.

Swimming Pool Flotation Devices



2003 Plan: *In 2003, staff will evaluate flotation devices and their role in deaths and injuries. In 2004, staff will make recommendations as appropriate.*

Completed: In 2003, staff conducted observational field tests to assess the stability of various types of children's flotation devices. The report on this testing, and recommendations if warranted, will be completed in early 2004.

*Swimming Pool
Perimeter Alarms*
350 deaths⁵
2,600 injuries

2003 Plan: *In 2003, staff will evaluate the effectiveness and reliability of perimeter pool alarms as a means to reduce drownings. These alarms monitor the area surrounding the pool and sound if someone passes through. In 2004, staff will make recommendations as appropriate.*

Completed: In 2003, the staff completed testing of certain pool perimeter alarms. Staff qualitatively evaluated the detection performance, usability and false/nuisance alarming for laser and infra-red systems. Clearance of the report, and possible recommendations, will occur in 2004.

3. Monitor or participate in 8 voluntary standards revisions.

Voluntary Standards

2003 Plan: *Monitor or participate in the development or modification of voluntary standards for products such as children's toys, blind cords, and infant bedding accessories. These efforts include the development of standard requirements to address strangulation and suffocation hazards related to toys and standard provisions to address infant strangulations or suffocations in crib sheets and other infant bedding and accessories.*

Completed: In 2003, staff monitored or participated in the development of voluntary standards for the following 8 products:

Voluntary Standards Related To Other Children’s Hazards		
Aquatic Playground Equipment	Children’s Toys	Swimming Pool Alarms
Bath Seats	Cribs	Window-Covering Cords
Bed Rails	Infant Bedding/Accessories	

⁵Improvements to perimeter alarms potentially affect all pool-related drownings to children.

Compliance

Annual Goals		1999	2000	2001	2002	2003
4. Pursue for recall or other corrective action	Goal	**	**	**	240	200*
	Actual	339	290	307	206	231
5. Conduct import surveillance	Goal	**	**	**	**	1*
	Actual	1	1	1	1	1

*Estimate based on prior years’ experience. The actual number of recalls, corrective actions, and import monitoring activities will depend on the mix of safety-related problems arising during the year.

**No goal established.

--Data not available.

Identify and act on products that present a risk of injury to children through:

4. Recalls

2003 Plan: *Our 2003 goal will be to conduct 200 recalls or other corrective actions. There were substantially fewer corrective actions including recalls in 2002 because there was a significant reduction in the amount of support that the U.S. Customs Service was able to provide to CPSC as a result of the September 11, 2001 terrorist attacks. Customs notifies us of shipments of potentially hazardous consumer products at ports of entry. Customs staff and CPSC recently entered into a revised Memorandum of Understanding, which provides CPSC access to two major Customs databases that may allow quicker response by CPSC staff and may help offset the reduced Customs support.*

Exceeded: In 2002 and 2003, there was an overall reduction in the amount of support provided by U.S. Customs and Border Protection. In 2003, staff conducted a focused effort with U.S. Customs and Border Protection for toys and other children’s products at the local level and the number of shipments found violative increased by 71 percent in 2003. In 2003, we pursued for recall or other corrective action 231 products that presented a non-head related hazard to children including 81 that resulted in recalls involving 12 million product units.



For example, we obtained a recall of about 300,000 sets of toy drumsticks sold with a drum set. The end piece of the drumstick handle can break off, posing a choking hazard to young children. Also, the screw at the end of the drumstick can loosen and detach, posing a choking hazard. There were about 240 reports of drumsticks breaking and children mouthing the small pieces, including one report of a child who began to choke.



Additionally, we obtained a recall of about 407,000 plush bears and 221,000 snowman dolls. Buttons on the jacket of these toys can be pulled off, posing a choking hazard to young children. There were no reports of injuries or incidents. The recall was conducted to prevent the possibility of injuries.

5. Import Surveillance

2003 Plan: *Conduct 1 port-of-entry surveillance for a toy or children’s product that presents a substantial risk of injury to children. In 2002, U.S. Customs detained about 35 shipments consisting of over 151,000 toys, mainly for violations of the small parts regulation.*

Completed: In 2003, we conducted 1 port-of-entry surveillance activity in this hazard area. CPSC and the U.S. Customs and Border Protection enforce toys or children’s products in accordance with CPSC’s safety standards. We selectively sampled and tested 112 shipments containing nearly 700,000 units of toys or other children’s products, seized 60 shipments, and prevented nearly 100,000 units of toys and children’s products from entering the country.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
6. Conduct public information efforts	Goal	**	**	**	**	1
	Actual	--	--	--	--	2
7. Issue press releases	Goal	**	**	**	42 [#]	42 [#]
	Actual	41	59	59	51	58
8. Produce video news releases	Goal	**	**	**	14 [#]	7 [#]
	Actual	6	19	7	7	7
9. Respond to requests for publications	Goal	**	**	**	600,000	620,000
	Actual	811,000*	649,000	747,000	760,500	716,000

*Includes a one time effort to distribute publications to state and local users.
 **No goal established.
[#]These goals were changed to include all product hazards not just recalled products as in previous years.
 --Data not available.

6. Public Information Effort

2003 Plan: *Issue a seasonal news release about pool safety and promote the use of pool alarms that meet the new ASTM standard. Field staff will work with state and local groups in communities to promote the use of pool alarms that meet the new ASTM standard.*

Exceeded: We conducted 2 public information efforts to inform the public of drowning hazards to children. We issued a print news release warning that backyard pool drownings happen quickly and silently. The press release emphasized



that the key to preventing drownings is to have layers of protection including using in-water alarms that meet the ASTM standard.

We also issued a print and video news release during Baby Safety Month to announce the launch of an information campaign on water safety and preventing drowning in and around the home. In partnership with Juvenile Products Manufacturers Association, Inc., Babies "R" Us and other child safety organizations, we printed and provided about 1 million copies of a brochure on safety tips for parents and caregivers on preventing drowning deaths. This publication was available in English and Spanish and distributed through Babies "R" Us stores and obstetrician offices and is also available through our Web site.

Additionally, field staff participated in a drowning prevention news conference and exhibit at Blue Buoy Swim School in Tustin, California. Field staff spoke to assembled media on pool barrier recommendations, and barrier products were exhibited and CPSC pool safety materials were distributed. Media included KABC-TV Channel 7 Los Angeles, the *Orange County Register* newspaper, and Cox Communications local cable TV Channel 3; 800,000 households were reached.

Alert the public to the hazards of injuries to children through:

7. *Press Releases*

2003 Plan: *Issue 42 press releases to alert the public to products presenting a risk of injury to children.*

Exceeded: In 2003, we issued 58 press releases that alerted the public to hazardous products that presented a risk of non-head-related injury to children. These included products such as children's toy drum sets, children's book sets, and baby walkers. We exceeded our target due primarily to the number of announcements about recalled products and a redefinition of the goal to now include press releases about all hazardous products and not just recalled products as in previous years. Of the 58 press releases, 48 were announcing recalled products. The other topics were general safety warnings or announcements of civil penalty agreements or other federal court decisions involving CPSC.

8. Video News Releases

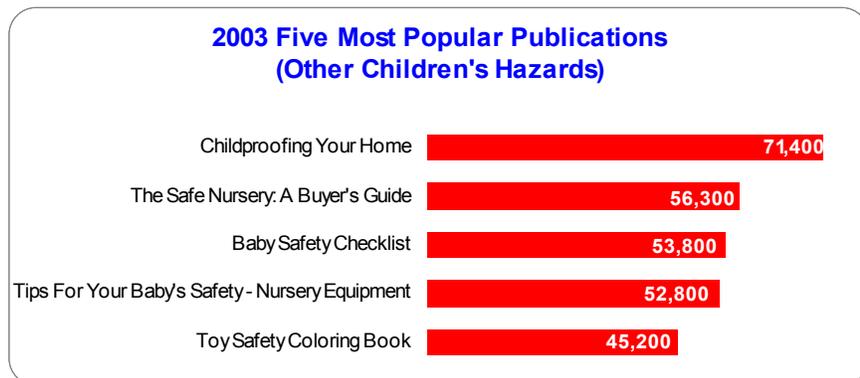
2003 Plan: Produce 7 video news releases (VNRs) for products presenting a risk of injury to children.

Completed: In 2003, we produced 7 VNRs that addressed hazardous products that presented a risk of non-head-related injury to children. These VNRs reached a total potential audience of 53 million television viewers. Most of these VNRs have a video clip that is viewable on our Web site at <http://www.cpsc.gov/mpeg.html>.

9. Publications

2003 Plan: We will respond to consumer requests for a projected 620,000 checklists, booklets, and safety alerts warning about injury hazards.

Exceeded: In 2003, we responded to requests and distributed 716,000 publications that addressed non-head-related hazards to children. Those that were downloaded from our Web site at http://www.cpsc.gov/cpsc/pub/pubs/pub_idx.html are not included in this number. The five most requested distributed publications related to this hazard are listed below.



CHEMICAL HAZARDS

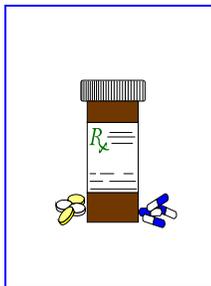
INTRODUCTION

In this program, we address three chemical hazards: poisonings to children under 5 years old from drugs and other hazardous household substances; carbon monoxide poisonings (CO); and other chemical poisonings, such as lead.

Total Resources for this Activity (dollars in thousands)											
HAZARDS		1999		2000		2001		2002		2003	
		FTEs	Amount								
Child Poisonings	Plan	--	--	--	--	--	--	12	\$1,489	9	\$1,316
	Actual	27	\$2,657	11	\$1,343	11	\$1,418	9	\$1,302	9	\$1,286
CO Poisonings	Plan	--	--	--	--	--	--	13	\$1,454	17	\$1,980
	Actual	15	\$1,540	14	\$1,417	14	\$1,416	15	\$1,691	12	\$1,563
Other	Plan	--	--	--	--	--	--	--	--	39	\$4,616
	Actual	--	--	--	--	30	\$3,531	38	\$4,676	44	\$5,387

--Data not available.

KEEPING CHILDREN SAFE FROM POISONING HAZARDS (Poison Prevention Packaging)



STRATEGIC GOAL: The rate of death from unintentional poisonings to children under 5 years old from drugs and other hazardous household substances will not increase beyond 2.5 deaths per million children from 1994 to 2004.

THE HAZARD

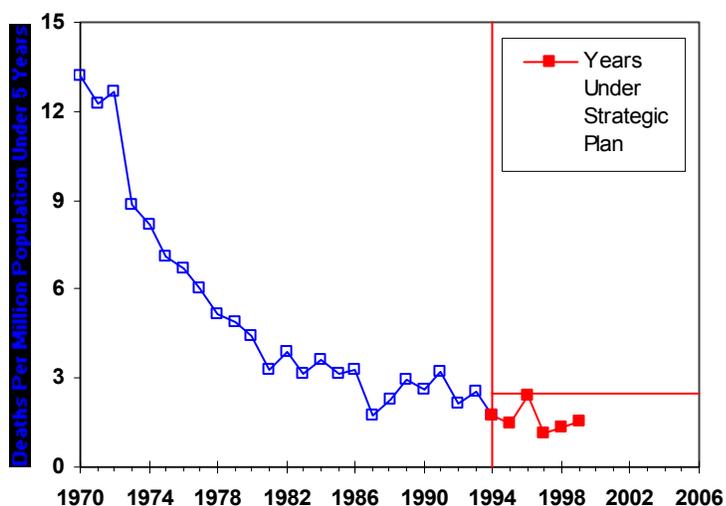
Children can easily gain access to drugs and other hazardous household chemical substances that are not in child-resistant packaging. Before 1974, an average of 200 children under the age of 5 years died each year from poisonings by unintentional ingestion of these substances. In 1970, Congress enacted the Poison Prevention Packaging Act (PPPA) requiring child-resistant packaging. Since the PPPA became law, deaths to children under 5 years of age have declined substantially to an average of 26 deaths annually.

While child poisoning deaths have been relatively low for a

number of years, we have seen evidence that without continued surveillance, the death rate could increase. For example, when ibuprofen was granted over-the-counter status, child-resistant packaging was no longer required. This resulted in a substantial increase in ibuprofen ingestions.

There is further concern about unintentional poisonings to children because of the large number of poisoning incidents. In 2000, the 63 poison control centers participating in the American Association of Poison Control Center's Toxic Exposure Surveillance System reported over 1 million exposures involving children under five years of age. In that same year, about 74,000 children under five were seen in U.S. hospital emergency rooms as a result of product-related poisonings. We estimate societal costs of almost \$2.4 billion for these poisoning incidents.

Death Rate to Children Under 5 Years From Unintentional Poisonings, by Year



OUR PROGRESS

We continue to meet our strategic goal to maintain the low death rate of no more than 2.5 deaths per million children under 5 years old. The death rate for unintentional poisonings to children from drugs and other hazardous household substances for 1999 was 1.5 deaths per million children under 5 years old.

2003 ANNUAL POISONING PACKAGING-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare a notice of proposed rulemaking or a final rule	Goal	1	1	1	1	1
	Actual	2	2	1	1	0
2. Complete testing and data collection activities	Goal	**	**	**	**	2
	Actual	--	--	--	--	2
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	2
	Actual	1	1	2	1	2

**No goal established.

--Data not available.

1. Prepare for Commission consideration, a notice of proposed rulemaking or a final rule for at least 1 hazardous substance for child-resistant packaging.

Rulemaking

2003 Plan: *In 2003, the staff will recommend child-resistant packaging on toxic substances reviewed in 2002, possibly including caustics. In 2002, CPSC issued regulations requiring child-resistant packaging for certain products containing low viscosity hydrocarbons. We are currently developing information related to consideration of child-resistant packaging for aerosol products that contain low viscosity hydrocarbons.*

Deferred: Caustics and low viscosity hydrocarbons were two toxic substances that were under consideration for recommendation to child-resistant packaging. In 2003, the completion of the briefing package evaluating the need for child-resistant packaging of caustics was deferred to conduct a cost/benefit analysis for this potential rulemaking. This cost/benefit analysis is part of a pilot study being conducted to address a recommendation by the Office of Management and Budget. Additionally, the briefing package on aerosol products containing low viscosity hydrocarbons was deferred to wait for 2002 data from the American Association of Poison Control Centers which identifies the formulation as an aerosol or spray.

2. Complete 2 testing, data collection, hazard analysis or technical review activities.

Gasoline Containers



2003 Plan: *There are reports of children gaining access to gasoline containers resulting in burns and/or ingestions. In 2003, staff will collect and compile available information about the injuries, the market, and the costs associated with gasoline containers.*

Completed: In 2003, the staff completed a report summarizing its review of information about injuries and the status of child-resistance for gasoline containers. The report noted that because specific details relating to gas cans are lacking in reported cases, the frequency of injuries and deaths resulting from children opening closed gas cans is unknown. Staff committed to continuing to work with the voluntary standards subcommittee on the conversion of the provisional standard for child resistance of gas cans to a full consensus standard.

Poisoning Data

2003 Plan: *In 2003, CPSC staff will monitor ingestion data bases and review chemical classes of products for the need for child-resistant packaging. In 2003 the staff will complete a toxicity assessment and a poisoning data review of at least one*

substance.

Completed: Staff reviewed medical literature associated with toxicity after unintentional pediatric ingestion of DMPT or nitroethane-containing cosmetic nail products. The staff will consider this information before making a recommendation for Commission action under the Poison Prevention Packaging Act.

3. Monitor or participate in the revision of 2 voluntary standards.

Voluntary Standards

2003 Plan: *Monitor or participate in the development or modification of voluntary standards for child-resistant packaging such as gasoline containers.*

Completed: In 2003, we monitored or participated in 2 voluntary standards. Staff commented on voluntary standards for gasoline containers, including the standard for child-resistance of these products. In addition, the staff continues to participate in updating the voluntary standard which classifies different types of child-resistant packaging.

Compliance

Annual Goals		1999	2000	2001	2002	2003
4. Pursue for recall or other corrective action	Goal	30	25	15	15	10*
	Actual	21	6	10	28	11

*Estimate based on prior years' experience. The actual number of violations will depend on the mix of safety-related problems arising during the year.

Identify and act on product packaging that present a risk of poisoning through:

4. *Recalls*

2003 Plan: *Conduct 10 recalls or other corrective actions for violations of mandatory child poisoning safety standards or for unregulated products that present a substantial risk of poisoning.*

Exceeded: In 2003, we pursued for recall or corrective action 11 products that violated safety regulations for child-resistant packaging including one recall involving 373,000 product units.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Conduct public information efforts	Goal	1	1	1	1	1
	Actual	1	1	1	1	1
6. Issue press releases	Goal	**	1	3	1 [#]	1 [#]
	Actual	1	2	2	3	4
7. Produce video news releases	Goal	1	1	1	1 [#]	1 [#]
	Actual	1	1	1	2	2
8. Respond to requests for publications	Goal	**	60,000	60,000	60,000	110,000
	Actual	195,500*	155,000	173,000	185,000	150,500

**No goal established.

*Includes a one time effort to distribute publications to state and local users.

[#]These goals were changed to include all hazardous products not just recalled products as in previous years.

5. Conduct 1 public information effort.

Poison Prevention



2003 Plan: During National Poison Prevention Week issue a news release and coordinate a health and safety campaign by partnering with the Poison Prevention Council and related organizations to promote child-resistant packaging and other poison prevention measures. Throughout the year and during National Poison Prevention Week, field staff will promote the benefits of child-resistant packaging for medicines in preventing children's poisonings using activities such as radio interviews, local press publications, presentations to state and local product safety groups and partnering with other injury prevention organizations, as appropriate.

Completed: We issued a print and video news release and conducted a news conference at which CPSC, the American Association of Poison Control Centers, and the Poison Prevention Week Council urged parents to use products with child-resistant packaging; keep medicines and chemicals locked up away from children; and when needed call the new national toll-free number for poison control centers: 1-800-222-1222 if a possible poisoning occurs. During Poison Prevention Week the field conducted several radio and television interviews. In addition, State and Local Partners were provided materials to distribute. In Hawaii, we partnered with Safe Kids, Toys "R" Us, Hawaii Fire Department, and the Hawaii Poison Center to exhibit poison prevention safety materials for one week. Ten thousand persons were exposed to interactive displays.

Alert the public to poisoning packaging-related hazards through:

6. *Press Release*

2003 Plan: *Issue 1 press release to remind consumers to use child-resistant packaging and take other steps to prevent poisonings.*

Exceeded: In 2003, we issued four press releases that addressed child poisoning hazards.

7. *Video News Release*

2003 Plan: *Produce 1 video news release (VNR) on the hazards of unintentional poisonings to children.*

Exceeded: In 2003, we produced two VNRs that addressed the hazards of unintentional poisonings to children. These VNRs reached a total potential audience of 13 million television viewers. These VNRs have video clips that are viewable on our Web site at <http://www.cpsc.gov/mpeg.html>.

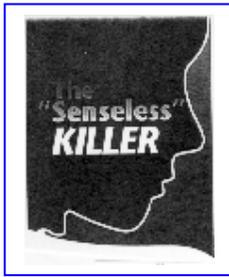
8. *Publications*

2003 Plan: *Respond to consumer requests for an estimated 110,000 checklists, booklets and other publications on preventing poisonings.*

Exceeded: In 2003, we responded to requests and distributed 150,500 publications to address child-poisoning hazards. The number distributed does not include those downloaded from http://www.cpsc.gov/cpscpub/pubs/pub_idx.html on our Web site. The five most requested distributed publications related to this hazard are listed below.

2003 Five Most Popular Publications (Child Poisoning)

Locked-Up Poisons	42,100
Poison Lookout Checklist	41,900
National Poison Prevention Week Poster	17,100
Baby Safety Checklist	13,400
Sweet Dreams...Safe Sleep For Babies	8,300



KEEPING FAMILIES SAFE FROM CARBON MONOXIDE POISONINGS

STRATEGIC GOAL: Reduce the rate of death from carbon monoxide poisoning by 20 percent from 1994 to 2004.

THE HAZARD

Carbon monoxide (CO) is a poisonous gas that has no smell, color or taste -- truly a "senseless" killer. Burning any fuel, such as gas, oil, wood, or coal produces this gas, so that any fuel-burning appliance is a potential CO source. Symptoms at higher concentrations in the blood include cognitive impairment, loss of consciousness, coma, and death.

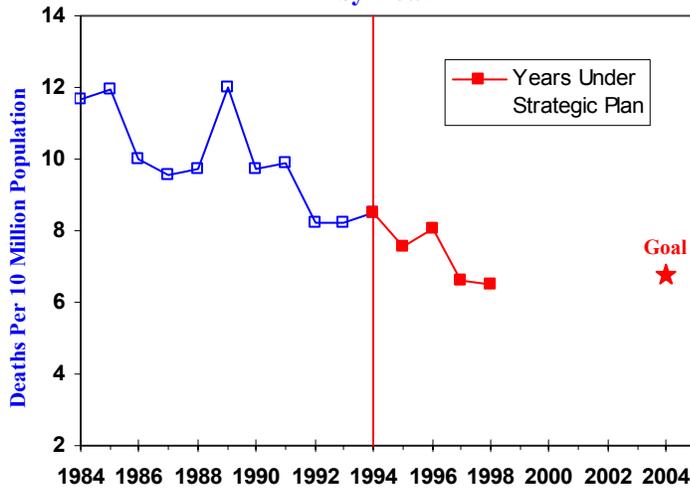
There were 180 people who died from unintentional CO poisoning-related incidents in 1998, excluding incidents involving auto exhaust and fires, at a societal cost of almost \$1 billion. Because some symptoms of moderate CO poisoning may mimic common illnesses such as influenza or colds, there may be a high incidence of missed initial diagnoses. Not only are victims frequently unaware of exposure to CO, but also health care providers may not suspect, or check for, CO poisoning. While some symptoms of CO poisoning are reversible, delayed neurological effects can develop following severe poisonings, especially those involving prolonged unconsciousness. Prompt medical attention is important to reduce the risk of permanent damage.

Most consumer product-related CO poisoning deaths are associated with the use of heating systems. Other consumer products associated with CO poisoning deaths include charcoal grills, gas water heaters, gas ranges and ovens, fuel-burning camping equipment, and engine-driven tools such as portable generators and power lawn mowers. Problems with chimneys, flues, or vents connected to fuel-burning products have often been mentioned in the fatal scenarios.

OUR PROGRESS

Deaths from carbon monoxide poisonings have decreased about 24 percent over the past 11 years, from almost 240 deaths in 1988 to 180 deaths in 1998. We used a number of interventions to help reduce these deaths including working

Estimated Carbon Monoxide Poisoning Death Rate Associated with Consumer Products, by Year



with industry to encourage the development of new products to protect consumers from CO poisonings; working with industry to develop a voluntary performance standard for CO alarms; and warning the public about CO poisoning through information campaigns.

In 1997 and 1998, the CO poisoning death rate was below our strategic goal. We decided to retain our original goal through 2002 for two reasons. First, staff believes that it is too soon to tell if the reduction in the CO poisoning rate is a stable trend or simply due to year-to-year fluctuations in the data. Second,

beginning in January 1999, there was a major change in the way deaths are classified in the United States. Until more analysis is completed, staff cannot predict if or how the changes will affect the data.

2003 ANNUAL CARBON MONOXIDE-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare and present recommendations to voluntary standards/code organizations to strengthen or develop voluntary standards	Goal	2	2	1	**	3
	Actual	2	2	0	--	2
2. Complete testing, data collection, hazard analysis, or technical review activities to evaluate the need for, or adequacy of, safety standards	Goal	3	2	1	3	2
	Actual	2	2	0	3	2
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	4
	Actual	5	7	4	4	4

**No goal established.
--Data not available.

1. Prepare and present 3 recommendations to voluntary standards/code organizations to strengthen or develop a voluntary standard.

Camp Heater Emissions

2003 Plan: In 2001 and 2002, we tested certified and uncertified portable type camp heaters that use a 1-pound bottle of propane gas as their fuel source. In 2003, we will continue testing with a focus on tank-top style heaters that use a bulk tank of propane gas (e.g. 20-pound tank) as their fuel source. Based upon these tests and a review of incident data, staff will work with industry members and voluntary standards



organizations to develop revisions to the voluntary standards, as warranted.

Completed: In 2003, staff attended both meetings of the Joint Technical Advisory Group (TAG) on Gas Refrigerators and Portable Camping Equipment. Staff made recommendations for revisions to the standard that would ensure that all portable radiant type heaters conform to the stricter combustion requirements in the latest voluntary standard. Staff also proposed that the combustion requirements for catalytic type heaters be the same as those for the radiant type heaters. In 2003, staff continued to work on a prototype of a safety-shutoff device for tank-top mounted heaters, which are heaters that attach directly to a bulk tank of propane gas. The staff attended the TAG for Construction Heaters to discuss revisions of combustion requirements for these heaters.

Carbon Monoxide Alarms



2003 Plan: *Based on the outcome of ongoing laboratory testing, staff will make necessary recommendations to the current UL standard for CO alarms, if needed.*

Will complete in 2004: In 2003, staff tested 40 CO alarms with foreseeable in-home conditions to confirm or refute allegations that CO alarms provide adequate safety to consumers. We tested two sets of conditions: (1) constant CO concentration between the test concentrations specified in UL 2034 and (2) rising CO levels. Staff assessments concluded that CO alarms often alarm late, but not so late as to pose a significant risk to consumers. The staff developed recommendations and is preparing a report summarizing the results. The recommendations and report will be sent to UL in late spring 2004.

Engine-Powered Equipment

20 deaths



2003 Plan: *When engine-driven tools or appliances are used indoors or in confined spaces, hazardous levels of CO can accumulate, resulting in a CO poisoning hazard. In 2002, we will analyze incident data, conduct laboratory tests, and complete an engineering analysis of various product designs for engine-powered tools and appliances such as generators, buffers, and power washers. In 2003, we will develop specific performance recommendations to the voluntary standard/codes, as appropriate.*

Completed: In 2003 CPSC staff conducted a Human Factors evaluation of the incidents associated with portable generators; developed recommendations for warning language for these products and proposed them to UL Standards Technical Panel

(STP) for inclusion in the draft voluntary standard. Staff developed a test methodology to conduct CO emissions tests for portable generators and collected preliminary test data verifying the test method. In 2004 staff will complete emissions testing and present recommendations to the UL STP as appropriate.

2. Complete 2 testing, data collection, hazard analysis or technical review activities.

Fuel Cells

2003 Plan: *In 2003, staff will assess fuel cell technology, determine the potential hazards that may exist with its application to consumer products, and assess the need for voluntary standards to address these hazards.*

Completed: In 2003 staff attended meetings, and worked with the Canadian Standards Association (CSA) and UL to develop performance requirements for micro and portable fuels. Staff investigated the availability of these products and concluded that the technology is not sufficiently developed to justify continued work. Staff is keeping abreast of developments and will propose to reactivate the project as appropriate.

Furnace and Vented Appliances



2003 Plan: *Activities will be continued to provide continued support for changes to voluntary standards for gas-fired furnaces and other gas appliances to address the CO poisoning hazard. CPSC staff will conduct appliance testing as necessary and identify, acquire, and conduct proof-of-concept testing of various sensor technologies to shut off a gas furnace in response to elevated flue CO levels. Staff will also explore sensor durability and long term testing.*

Completed: In 2001, CPSC staff proposed that the Central Furnace Technical Advisory Group (TAG) develop a performance standard that would require a furnace to either shutdown or modulate operation in response to elevated levels of CO in its combustion chamber or flue gas passageways. In support of that proposal, CPSC staff conducted proof-of-concept design testing of two gas sensor technologies. In 2003, CPSC staff participated in the CO/Combustion Sensor Ad Hoc Working Group to evaluate the use of sensor technology. The staff helped the work group develop a work plan and a test matrix for sensor evaluation. The test plan is designed to explore sensor durability, longevity, sensitivity, and reliability issues. CPSC staff also attended a Committee meeting and a Central Furnace TAG to support sensor evaluation.

In 2003, CPSC staff also identified, acquired, and began testing

several other gas- sensing technologies to help further stimulate the ongoing work group efforts to evaluate sensors. In addition to different CO sensor technologies, testing in 2003 explored using sensors that target other flue products (such as carbon dioxide and oxygen) that are generated or depleted during production of elevated levels of CO.

3. Monitor or participate in the revision of 4 voluntary standards.

Voluntary Standards

2003 Plan: *Monitor or participate in the development or modification of voluntary standards for products such as heaters and furnaces.*

Completed: We monitored or participated in the development or modification of voluntary standards for the following products.

Voluntary Standards related to Carbon Monoxide Hazards	
CO Alarms	Furnaces and Vented Appliances
Engine Driven Tools	Portable Propane Heaters

Compliance

Annual Goals		1999	2000	2001	2002	2003
4. Pursue for recall or other corrective action	Goal	4	2	2	2	2*
	Actual	0	2	6	11	2

*Estimate based on prior years' experience. The actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of death from CO poisoning through:

4. Recalls

2003 Plan: *Conduct recalls or other corrective actions for unregulated products that present a substantial risk of CO poisoning.*

Completed: In 2003, we pursued for recall two products involving 53,000 product units that presented a substantial risk of death from CO poisoning.



For example, we obtained a recall of 40,400 propane heaters. The heaters can emit high levels of CO, posing a risk of CO poisoning to consumers if used indoors. No injuries had been reported. This recall was conducted to prevent the possibility of injuries.



Additionally, we obtained a recall of 12,300 propane lanterns. The lanterns could produce high levels of CO, posing a risk of CO poisoning to consumers if the lantern is used indoors. There were no reported incidents or injuries. This recall was conducted to prevent the possibility of injuries.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Conduct public information efforts	Goal	2	2	2	1	3
	Actual	2	1	1	3	3
6. Issue press releases	Goal	3	1	3	1 [#]	1 [#]
	Actual	1	0	3	8	6
7. Respond to requests for publications	Goal	50,000	50,000	50,000	50,000	50,000
	Actual	72,000*	53,000	66,500	84,500	97,000

*Includes a one time effort to distribute publications to state and local users.

[#]This goal was changed to include all products not just recalled products as in previous years.

5. Conduct 3 public information efforts.

CO Alarms



2003 Plan: Promote the use of CO alarms using activities such as radio interviews, local press publications, presentations to state and local product-safety groups, and partnering with other injury prevention organizations, as appropriate.

Completed: After a major storm, we issued a news release to provide safety tips if a hurricane knocks out electricity. We warned to never use charcoal indoors because burning charcoal gives off carbon monoxide. Also, we emphasized making sure that batteries in smoke alarms and carbon monoxide alarms are fresh and testing these alarms to make sure they are working.

Field staff conducted media interviews to promote the use of CO alarms. For example, we presented CO alarm information to Foster Grandparents in Pennsylvania and to Community Health Promoters with the Esperanza Community Housing Corporation training program in California.

General CO Hazards

2003 Plan: Continue to provide information to the public about CO hazards and prevention. Contact local gas and electric suppliers about including information in their newsletters and bill inserts about CO hazards and prevention.

Completed: In partnership with the Federal Emergency Management Agency (FEMA), CPSC conducted a public information campaign to warn that when a storm knocks out

power, don't risk carbon monoxide poisoning by using gasoline-powered generators indoors. We warned consumers not to use gasoline-powered generators or charcoal grills indoors or in attached garages because of the risk of CO poisoning. We issued both a print and video news release. FEMA and CPSC also warned about CO hazards when gas ranges are used to heat homes.

In eastern Massachusetts, field staff provided CO safety information in an electric conglomerate bill stuffer which reached 2 million subscribers and gave warnings in eight languages. Field staff also provided CO hazards and prevention information to the public through radio, television, and newspaper interviews. We made presentations to senior centers, and partnered with a local fire department in Ohio to provide CPSC packets for senior programs and a grocery store exhibit.

Heating Equipment



2003 Plan: *Issue a news release to warn about CO hazards from heating equipment.*

Completed: In 2000, new voluntary safety standards were established for portable camping heaters based on CPSC staff recommendations for a performance standard to reduce CO production. Industry is currently using oxygen depletion sensor (ODS) to produce safer portable heaters. We issued a news release to alert consumers about new portable heaters with ODS technology that can save campers' lives. As the weather turns colder and outdoor enthusiasts plan to go deer hunting, ice fishing, or camping, CPSC reminded consumers of new generation portable heaters that are equipped with an ODS and are safer to use. If oxygen levels start to fall, this sensing technology automatically shuts down the heater before it can produce dangerous levels of CO.

Field staff conducted numerous media activities warning about CO hazards from home heating equipment. Field staff provided information and planned programs with Georgia fire departments and Safe Kids.

Alert the public to the hazards of CO poisoning deaths through:

6. Press Releases

2003 Plan: *Issue 1 press release for products presenting a risk of CO poisoning.*

Exceeded: In 2003, we issued 6 press releases to alert the public to hazardous products such as propane heaters and propane lanterns. We greatly exceeded our target due primarily to a redefinition of the goal to now include press releases about all hazardous products and not just recalled products as in previous years. In 2003, there were 2 press releases about recalls and the others were primarily general safety warnings of CO poisoning hazards, particularly during power outages after major storm events.

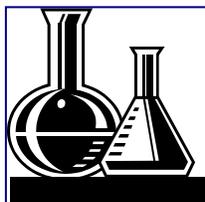
7. Publications

2003 Plan: *We will respond to consumer requests for an estimated 50,000 checklists, booklets, and safety alerts warning about CO poisoning hazards.*

Exceeded: In 2003, we responded to requests and distributed 97,000 publications to address CO hazards. The number distributed does not include those downloaded from http://www.cpsc.gov/cpsc/pub/pubs/pub_idx.html on our Web site. The five most requested distributed publications related to this hazard are listed below.

2003 Five Most Popular Publications (Carbon Monoxide)

The Senseless Killer (CO)	35,000
Childproofing Your Home	17,800
Home Fire Safety Checklist	14,000
Sweet Dreams...Safe Sleep For Babies	8,300
Carbon Monoxide Questions And Answers	6,500



OTHER CHEMICAL HAZARDS

THE HAZARD

In addition to poison prevention packaging and CO work, we seek to reduce or prevent deaths or injuries due to ingestion, inhalation, or dermal exposure associated with the use of consumer products. The costs of injuries and deaths associated with products in the chemical hazards area are estimated to be in the billions of dollars based on respiratory diseases alone. We have also played a prominent role in protecting children from the risk of lead and other chemical hazards. For example, Commission action has resulted in manufacturers eliminating the use of lead as a stabilizer in vinyl mini-blinds, developing and distributing guidance about lead on public playground equipment and children's jewelry, recalling crayons that contained hazardous levels of lead, recalling toys with lead paint and issuing a policy statement to manufacturers, retailers, distributors and importers urging them to eliminate the use of lead and other hazardous chemicals in children's products.

2003 ANNUAL GOALS FOR OTHER CHEMICAL HAZARDS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Complete testing, data collection, hazard analysis, or technical review activities	Goal	**	**	**	4	3
	Actual	--	--	--	3	2

**No goal established for that year.

--Data not available.

1. Complete 3 testing, data collection or hazard analysis activities.

Arsenic in Wood Products

2003 Plan: In 2001, CPSC was petitioned to enact a ban of chromated copper arsenic (CCA)-treated wood for use in playground equipment and review the safety of CCA-treated wood for general use. In 2003, staff will complete its evaluation of the potential exposure and risk associated with CCA-treated wood on existing (in use) playground equipment, newly manufactured CCA-treated wood specifically intended for playground equipment use, and CCA-treated wood intended for general use.

Completed: In 2003, the staff completed the evaluation of the exposure risk associated with CCA-treated wood on playground equipment. Staff scientists found that some children may face an increased risk of developing lung or bladder cancer over their lifetime from playing on playground equipment made from CCA pressure-treated wood. This risk is in addition to the risk of getting cancer due to other factors over one's lifetime. Not every exposed individual will get cancer at some time during his/her lifetime. Staff did not evaluate exposure and risk associated with CCA-treated wood intended for general use since that was not the focus of the petition.

Arts and Crafts Materials



2003 Plan: *Many arts and crafts materials and laboratory chemicals may not be appropriate for use by school children. These materials may cause acute or chronic hazards such as respiratory irritation, dizziness, headaches, or eye and skin burns. In 2003, staff will evaluate common school arts and crafts materials and laboratory chemicals.*

Completed: In 2003, the staff evaluated and drafted updated information on school arts and crafts materials and laboratory chemicals. This information will be finalized and disseminated in 2004.

Crystalline Silica

2003 Plan (Carryover from 2002): *Crystalline silica is present in many consumer products, including play sand, building materials, and household cleansers. In 2003, staff will generate exposure data, conduct a preliminary risk assessment, and propose recommendations for remedial actions as needed. Staff will coordinate with EPA and OSHA on this activity.*

Completed in part: In 2002, staff completed analyses of the crystalline silica content in 6 bulk samples of play sand. Staff planned to conduct exposure studies and complete a preliminary risk assessment in 2003. In 2002, the preliminary risk assessment was delayed because of higher priority work on phthalates and chromated copper arsenate wood preservatives. In 2003, the staff completed the planned exposure studies and preliminary risk assessment of silica in play sand. In 2004, staff will finalize the risk assessment and consider whether further CPSC action is warranted in this area.

Compliance

Annual Goals		1999	2000	2001	2002	2003
2. Pursue for recall or other corrective action	Goal	**	**	**	40	60*
	Actual	96	62	69	138	111

*Estimate based on prior years' experience. The actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

**No goal established.

Identify and act on products that present a risk of death from other chemical hazards through:

2. Recalls

2003 Plan: Conduct recalls or other corrective actions for violations of mandatory safety standards or for unregulated products that present a substantial risk of other chemical hazards.

Exceeded: We obtained 111 corrective actions, including 11 recalls, for products that presented a substantial risk of death or injury from other chemical hazards. These recalls involved 2 million product units.



For example, we obtained a recall of 1.4 million toy necklaces. The necklace's pendant contains high levels of lead, posing a risk of poisoning to young children. There was one report of a child who swallowed the necklace's pendant, which reportedly resulted in high blood lead levels.



Additionally, we obtained a recall of 233,000 crib mobile toys. If batteries used in the mobile leak, the caustic liquid can seep out of the battery compartment, posing a risk of chemical burns to babies. There were 30 reports of batteries leaking from the toy's battery compartment, including six reports of minor burn injuries to babies.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
3. Issue press releases	Goal	**	**	**	4 [#]	4 [#]
	Actual	6	5	10	5	7
4. Respond to requests for publications	Goal	**	**	**	150,000	150,000
	Actual	259,500*	202,500	183,000	164,500	160,500

*Includes a one time effort to distribute publications to state and local users.

**No goal established.

[#]These goals were changed to include all product hazards not just recalled products as in previous years.

Alert the public to the hazards of other chemical hazards through:

3. Press Releases

2003 Plan: Issue 4 press releases to alert the public to products presenting a risk of other chemical hazards.

Exceeded: In 2003, we issued 7 press releases to alert the public to hazardous products such as flashlights and batteries, infant girls' garments, and toy necklaces. We exceeded our target due primarily to a redefinition of the goal to now include press releases about all hazardous products and not just recalled products as in previous years. Of the 7 press releases, 5 were announcing recalled products. The other topics were general safety warnings about lead and other chemical hazards.

4. Publications

2003 Plan: We will respond to consumer requests for a projected 150,000 checklists, booklets, and safety alerts warning about other chemical hazards.

Exceeded: In 2003, we responded to requests and distributed 160,500 publications to address other chemical hazards. The number distributed does not include those downloaded from http://www.cpsc.gov/cpsc/pub/pubs/pub_idx.html on our Web site. The five most requested distributed publications related to this hazard are listed below.

2003 Five Most Popular Publications (Other Chemical Hazards)

Protect Your Family From Lead In Your Home	69,700
Home Safety Checklist For Older Consumers	19,200
Home Fire Safety Checklist	14,000
Preventing Inhalant Abuse	13,300
Merry Christmas With Safety	9,700



HOUSEHOLD AND RECREATION HAZARDS

INTRODUCTION

While this work uses the smallest amount of resources, the product hazards addressed here are found throughout the nation's homes and affect many of our family activities. The resources used are small because some of the larger hazards related to children's products or activities are covered under our Reducing Hazards to Children activity. The remaining household and recreational hazards covered under this activity include such products as lawn and garden equipment, power tools, and recreational equipment.

Total Resources for this Activity (dollars in thousands)											
HAZARDS		1999		2000		2001		2002		2003	
		FTEs	Amount	FTEs	Amount	FTEs	Amount	FTEs	Amount	FTEs	Amount
Household and Recreation	Plan	--	--	--	--	--	--	12	\$1,489	41	\$4,707
	Actual	--	--	40	\$3,942	42	\$4,632	48	\$5,396	45	\$5,595

--Data not available.

THE HAZARD

Our past activities made significant contributions to household and recreation safety. For example we improved lawn mower safety by establishing a standard addressing blade contact. We estimate that the lawn mower standard saves about \$1 billion in societal costs annually. The agency also has been a leader in urging consumers to use safety gear when participating in recreational activities, such as biking, in-line skating, skiing, and scooter riding.

2003 ANNUAL GOALS FOR HOUSEHOLD AND RECREATION HAZARDS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare and present recommendations to voluntary standards or code organizations to strengthen or develop voluntary standards or codes	Goal	**	**	**	**	3
	Actual	--	--	--	--	2
2. Complete testing, data collection, hazard analysis, or analysis, or technical review activities	Goal	**	**	**	2	2
	Actual	--	--	--	2	1
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	11
	Actual	11	10	12	8	15

**No goal established for that year.

--Data not available.

1. Prepare and present 3 recommendations to voluntary standards/code organizations to strengthen or develop a voluntary standard.

Juicers



2003 Plan: Staff plans to test juicers by subjecting the juicer basket strainers and lids to conditions that may accelerate wear or degradation of the components. This testing should provide insight as to why some juicer strainer baskets are breaking apart during use. Test results will be evaluated to determine if the testing requirements in the voluntary standard need to be strengthened. Staff will make recommendations to the voluntary standard, as appropriate.

Completed: Staff completed laboratory testing and was able to re-create some failure modes. Recommendations were made to the juicer subcommittee regarding the need to strengthen the Underwriters Laboratories Inc. (UL) voluntary standard. The UL electric juicer working group is currently refining a draft proposal for new test requirements based on results of testing conducted independently by CPSC staff and UL.

Rotating Weed Trimmers/ Brushcutters



2003 Plan: Staff will analyze data collected in 2002 for rotating weed trimmers/brushcutters with respect to eye injuries caused by thrown objects. Staff plans to provide the data analysis to the ANSI B 175.3 Trimmer/Brushcutter safety standard sub-committee for discussion regarding the need for a thrown objects test. This information will be used to support recommendations to the appropriate voluntary standards, if warranted.

Will complete in 2004: In 2003, staff analyzed injury data and completed a report that noted a significant number of eye injuries. In 2004, staff will present the data analysis to the Trimmer/Brushcutter subcommittee and request that discussions begin for addressing these injuries in the voluntary standard.

Stationary Table Saws



2003 Plan: Staff will analyze data collected in FY 2002 for stationary table saw injuries and participate in the UL working group activities associated with UL 987, Standard for Stationary and Fixed Electric Tools. This information will be used to support recommendations for voluntary standards, if warranted.

Completed: Staff completed a special study of NEISS data regarding bench (table) saws. Staff provided a copy of the study to UL for review by the Standards Technical Panel (STP) for Tools. Staff supported efforts in STP meetings to develop performance requirements to address blade contact injuries, emphasizing that the data demonstrates that blade contact remains a major hazard related to stationary saw use, and that technical solutions to address blade contact injuries have been demonstrated.

2. Complete 2 testing, data collection or hazard analysis activities to evaluate the need for, or adequacy of, safety standards.

Powered Scooters

3 deaths

4,390 injuries



2003 Plan: *Powered scooters are a relatively new product and CPSC has received increasing numbers of injury reports associated with this product. In 2003, staff will evaluate the hazard patterns associated with powered scooters. In 2004, staff may make recommendations for development of a voluntary standard, as appropriate.*

Will complete in 2004: Staff started a NEISS-based special data collection study on powered scooters in July 2003. The special data collection study will continue through June 2004. At that time, staff will evaluate the data and determine if additional effort is necessary with respect to making recommendations for the development of a voluntary standard. This project got a late start in 2003 due to other emerging priorities.

Suction Entrapment Guidelines



2003 Plan: *An activity has been added to update the Commission's "Guidelines for Entrapment Hazards: Making Pools and Spas Safer" to reflect new products and current technology.*

Completed: Staff prepared a draft revised *Guidelines for Entrapment Hazards: Making Pools and Spas Safer* that reflects current technologies, standards, and codes for addressing entrapment hazards. In 2004, staff will issue the new guidelines as an interim revision in order to solicit feedback on the changes from interested parties.

3. Monitor or participate in 11 voluntary standards revisions.

Voluntary Standards

2003 Plan: *Monitor or participate in the development or modification of voluntary standards for products such as exercise equipment, garage doors, garden equipment, and power tools.*

Exceeded: Staff monitored or participated in the development and/or modification of voluntary standards for the following 15 products:

Voluntary Standards related to Household/Recreation Hazards		
Basketball Systems	Garage Door Operators	Lawn Mower (Gas Tanks)
Chain Saws	Garage Doors	Nail Guns
Deer/Hunting Stands	Gate Operators	String Trimmers
Escalators	Gun Locks	Suction Relief Devices
Exercise Equipment	Juicers	Table Saws

Compliance

Annual Goals		1999	2000	2001	2002	2003
4. Pursue for recall or other corrective action	Goal	**	**	**	30	45*
	Actual	46	53	91	136	83

*Estimate based on prior years' experience. The actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

**No goal established.

Identify and act on products that present a risk of household or recreation hazards through:

4. Recalls

2003 Plan: *Conduct recalls or other corrective actions for violations of mandatory safety standards and for unregulated products that present substantial hazards.*

Exceeded: We obtained 83 corrective actions, including 82 recalls, for products that presented a substantial risk of death or injury from other chemical hazards. These recalls involved about 11 million product units.



For example, we obtained a recall of 2.7 million slow cookers. The handles on the base of the slow cookers can break, posing a risk of burns from hot food spilling onto consumers. There were 4,700 reports of handles breaking, including two reports of consumers who required medical attention for burns.



Additionally, we obtained a recall of 1.1 million metal blades for a weed cutting attachment. The blades can break off and hit consumers causing severe impact and laceration injuries. There were 16 reports of blades breaking, resulting in 12 injuries. Injuries ranged from lacerations requiring stitches to tendon and bone injuries.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Issue press releases	Goal	**	**	**	20 [#]	20 [#]
	Actual	18	22	45	65	49
6. Produce video news releases	Goal	**	**	**	2 [#]	2 [#]
	Actual	2	2	3	3	2
7. Respond to requests for publications	Goal	**	**	**	30,000	30,000
	Actual	48,500*	32,000	34,000	32,500	46,000

*Includes a one time effort to distribute publications to state and local users.

**No goal established.

[#]These goals were changed to include all product hazards not just recalled products as in previous years.

Alert the public to the hazards of household and recreation hazards through:

5. Press Releases

2003 Plan: Issue 20 press releases to alert the public to products presenting a risk of a household or recreation hazard.

Exceeded: In 2003, we issued 49 press releases to alert the public to hazardous products such as slow cookers, recliner chairs, and electric sanders. We substantially exceeded our target due primarily to recalls and a redefinition of the goal to now include press releases about all hazardous products and not just recalled products as in previous years. In 2003, there were 41 press releases about recalls, 5 were general safety warnings, and 3 were announcements of civil penalty agreements and federal court decisions involving CPSC.

6. Video News Releases

2003 Plan: Produce 2 video news releases (VNRs) for products presenting a risk of a household or recreation hazard.

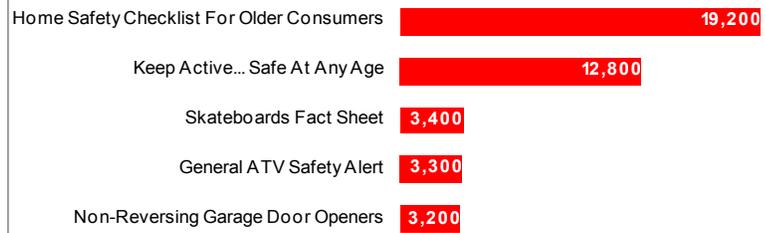
Completed: In 2003, we produced two VNRs that addressed household, recreation or sports -related hazards. These VNRs reached a total potential audience of 41 million television viewers. These VNRs have video clips that are viewable on our Web site at <http://www.cpsc.gov/mpeg.html>.

7. Publications

2003 Plan: Respond to consumer requests for a projected 30,000 checklists, booklets, and safety alerts warning about household or recreation hazards.

Exceeded: In 2003, we responded to requests and distributed 46,000 publications to address household and recreation hazards. The number distributed does not include those from http://www.cpsc.gov/cpscpub/pubs/pub_idx.html on our Web site that were downloaded. The five most requested distributed publications related to this hazard are listed below.

**2003 Five Most Popular Publications
(Household and Recreation Hazards)**



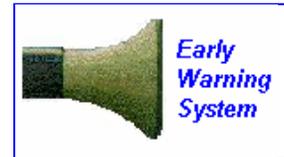
HAZARD IDENTIFICATION AND ANALYSIS

Total Resources for this Activity (dollars in thousands)											
HAZARDS		1999		2000		2001		2002		2003	
		FTEs	Amount								
Hazard Identification and Analysis	Plan	--	--	--	--	--	--	76	\$9,522	80	\$10,285
	Actual	80	\$8,317	77	\$8,346	80	\$9,138	79	\$9,691	85	\$10,299

--Data not available.

THE PROGRAM

The Hazard Identification and Analysis (HIA) program provides the information needed to assess product hazards and develop injury reduction strategies -- it is the agency's early warning system.



The Commission collects data on consumer product-related injuries and deaths, as well as economic and hazard exposure information, for those products under our jurisdiction. We also investigate specific injury cases to gain additional knowledge about injuries or hazards and how the reported product was involved. These activities reflect the agency's commitment to making decisions based on appropriate data analyses. The HIA work provides underlying support to all the Commission's Results Act activities.

In 2003, we continued to strengthen our data collection and analysis process. Past improvements include the purchase of annual data on poisonings to children, the update of our critical Injury Cost Model, and a study of the long-term costs of head injuries. A pilot study on enhancing fire data was completed in 2002 and the new system was operational in 2003.

ONGOING MEANS AND STRATEGIES

Data Collection. Each year, we collect information about product-related injuries treated in hospital emergency rooms through our National Electronic Injury Surveillance System (NEISS). This unique system provides statistically valid national estimates of product-related injuries from a probability sample of hospital emergency rooms and is the foundation for

many Commission activities.

Each year, NEISS supplies about 350,000 product-related cases from a sample of about 100 hospitals. The hospitals transmit incident information electronically, and in some cases, the data are available within 24 hours after an incident. Several foreign governments have modeled their national injury data collection systems after the Commission's system.

In 2000, NEISS was expanded to provide data on all trauma-related injuries. This expanded data will provide other federal agencies, researchers, and the public with more comprehensive information on injuries from all sources, not just consumer products. The Institute of Medicine recommended the expansion of NEISS into the all trauma system. The effort is being supported by reimbursable funds of \$2 million from the Centers for Disease Control and Prevention. The reimbursable funds allow us to collect non-consumer product injury data, while we continue collecting product injury data with CPSC funds.

CPSC continued the collection of mortality data in 2003 with the purchase, review, and processing of about 8,700 death certificates covering unintentional product-related deaths from all 50 states. Our Medical Examiner and Coroner Alert Project (MECAP) collected and reviewed over 3,000 additional reports from participating medical examiners and coroners throughout the country. We also collected and reviewed over 8,000 news clips and 10,000 other reports of product-related injuries and deaths from consumers, lawyers, physicians, fire departments and others.

Data analysis. Staff conducts several types of studies each year, including special investigation studies, emerging hazard evaluations, and economic assessments. We conducted special studies to investigate injuries and deaths by gathering detailed causal information on selected incidents identified by our data collection sources. An investigation begins with careful review of all incoming reports to identify those most important for further study. These cases are followed-up with a telephone interview and continued, if appropriate, with an on-site investigation when information is needed on how specific types of injuries occurred. The resulting information shows the interaction among the victim, the product, and the environment and forms the basis for developing appropriate remedial strategies.

We conduct studies of emerging hazards to proactively identify and evaluate a variety of product-related hazards each year. Information from these studies will be used to establish the need for safety standards or other remedial activities, such as compliance efforts and/or consumer information campaigns.

We also conduct economic studies to provide specialized economic information to the staff, Commissioners, other agencies, and the public. Staff develops injury cost projections to estimate potential benefits associated with agency actions. We generate estimates of products-in-use to determine potential recall effectiveness, consumer exposure to product hazards and to support agency hazard analysis work.

2003 ANNUAL GOALS

Hazard Identification and Data Collection Activities

Annual Goals		1999	2000	2001	2002	2003
1. Evaluate, train and audit each hospital in the NEISS sample	Goal	**	**	**	100%	100%
	Actual	100%	100%	95%	100%	100%
2. Capture the product-related cases	Goal	**	**	**	90%	90%
	Actual	93%	92%	93%	94%	94%
3. Complete headquarters telephone investigations in less than 45 business days	Goal	**	**	**	85%	85%
	Actual	87%	89%	98%	95%	99%
4. Complete field telephone and onsite investigations in less than 45 business days	Goal	**	**	**	85%	85%
	Actual	71%	85%	87%	89%	90%
5. Sustain the number of incident reports collected from medical examiners and coroners	Goal	**	**	**	2,800	3,600
	Actual	2,920	3,108	3,880	4,165	3,774
6. Sustain the number of incident reports collected from news clips	Goal	**	**	**	5,000	6,000
	Actual	5,191	5,444	6,942	7,101	8,131

**No goal established.

Maintain the quality of injury data by:

1. *Monitoring Hospitals*

2003 Plan: *Conduct at least one evaluation visit at each hospital in the NEISS sample. Evaluation visits provide CPSC staff an opportunity to review hospital records and assure that hospital coders are capturing and reporting data on the highest possible percentage of reportable cases.*

Completed: In 2003, we conducted at least one evaluation visit of all 96 hospitals that remained active throughout the year (two additional hospitals were not active for much of the year).

2. *Capturing Product-Related Cases*

2003 Plan: *The results of the audits in each hospital should indicate that NEISS hospitals are reporting over 90 percent of the product-related cases. A high reporting percentage is necessary to assure the integrity of the estimates. Remedial action would be instituted in any hospital missing significant numbers of reportable cases.*

Exceeded: In 2003, the audits of each NEISS hospital indicated that we captured an overall 94 percent of the product-related cases. We continue to work with all hospitals each year to improve product-related reporting.

Identify and investigate product hazards in the field by:

3. *Telephone Investigations (Headquarters)*

2003 Plan: *Complete at least 85 percent of investigations in 45 days. The headquarters telephone investigations provide valuable information on specific NEISS cases of interest to CPSC analysts. Analysts must receive these data as quickly as possible so that they can use the information to support hazard reduction activities.*

Exceeded: In 2003, 99 percent of all headquarters telephone investigations were completed within 45 days.

4. *Telephone/On-Site Investigations (Field)*

2003 Plan: *Complete at least 85 percent of field investigations in 45 days. The field investigations provide valuable information on cases of interest to CPSC analysts. Analysts must receive these data as quickly as possible so that they can use the information to support hazard reduction activities.*

Exceeded: In 2003, 90 percent of the field telephone and onsite investigations were completed within 45 days.

5. *Medical Examiner/Coroner Reports*

2003 Plan: *Sustain the number of medical examiner/coroner reports at 3,600. These reports provide critical information on product-related deaths. The data are especially valuable because they are generally received soon after the incident and provide some detail on how the incident occurred.*

Exceeded: In 2003, we received 3,774 incident reports from medical examiners and coroners.

6. News Clips

2003 Plan: *Sustain the number of incident reports from news clips at 6,000 clips. CPSC relies on clips from newspapers in all 50 states to identify incidents of special interest in local areas. These clips provide many reports of product-related deaths, serious injuries and hazardous fires. The reports fill gaps in reporting from other data systems and provide a very important source of investigations to support hazard identification and analysis activities.*

Exceeded: In 2003, we received 8,131 incident reports from newspaper clippings.

Hazard Analysis

Annual Goals		1999	2000	2001	2002	2003
7. Conduct emerging hazard reviews	Goal	**	**	**	30	25
	Actual	37	35	38	30	65

**No goal established.

7. Emerging Hazards

2003 Plan: *Conduct 25 emerging hazard reviews, including preliminary assessments, responses to petitions, and special economic studies.*

Exceeded: In 2003, we conducted 65 emerging hazard reviews, including 43 preliminary assessments, 13 petitions for which some action was taken (some petitions were from prior years), and 9 economic studies. We greatly exceeded our target due to a greater emphasis on systematic reviews of death and injury data and associated cost data by hazard area.

SERVICE QUALITY GOALS

INTRODUCTION

We conduct activities designed to maintain and improve outstanding agency service. In the area of Service Quality, we focus on ways to better inform the public, provide industry service, and satisfy our customers. We established both long-term strategic goals and several annual performance goals in each service quality area. These activities are in support of our core program effort, thus, the resources devoted to the Service Quality and Management Goals are also included in the resources shown earlier for the core programs.

Total Resources for this Activity (dollars in thousands)											
HAZARDS		1999		2000		2001		2002		2003	
		FTEs	Amount								
Informing the Public	Plan	--	--	--	--	--	--	5	\$1,136	2	\$431
	Estimate *	3	\$796	5	\$906	5	\$1,114	2	\$431	2	\$431
Industry Services	Plan	--	--	--	--	--	--	25	\$2,615	15	\$1,473
	Estimate *	19	\$2,792	32	\$3,217	28	\$2,829	15	\$1,324	15	\$1,410
Customer Satisfaction	Plan	--	--	--	--	--	--	16	\$1,740	15	\$1,992
	Estimate *	18	\$1,768	18	\$1,839	15	\$1,595	12	\$1,591	15	\$1,980

--Data not available.

*The agency collects resource data by hazard projects only. Estimates for these activities are based on staff determination of resource use.

INFORMING THE PUBLIC



STRATEGIC GOAL: Increase consumer awareness of CPSC safety information through 2006 by:

- Increasing contacts to CPSC’s Web site;
- Increasing the reach of the Commission’s publication, the *Consumer Product Safety Review*; and
- Maintaining the capability to respond to the high number of hotline calls for safety information.

Part of our mission is to assist consumers in evaluating the

safety of consumer products. Our communication network is two-way: we inform the public about the safe use of consumer products and recalls of unsafe products. We also receive reports from the public about unsafe products, as well as inquiries about product recalls.

In recent years, the way the American public communicates has changed dramatically. Consumers have turned increasingly to the Internet to obtain the information they want. In response to this demand, we developed a Web site and improved our hotline to provide safety information more efficiently and effectively to those requesting it. To reach both health and safety professionals and the public, CPSC created a quarterly publication, the *Consumer Product Safety Review (Review)*, and provided access to it through the agency’s Web site.

Annualized Strategic Goals		1999	2000	2001	2002	2003
1. Increase CPSC Web site visits	Goal	500,000	3,300,000	4,000,000	7,000,000	8,000,000
	Actual	2,000,000	3,700,000	6,300,000	7,900,000	9,200,000
2. Increase Web site visits and paid subscriptions of the <i>Review</i>	Goal	14,000	41,000	50,000	75,000	165,000
	Actual	25,600	45,900	111,400	198,800	159,200
3. Maintain the capacity to respond to a high number of calls	Goal	250,000	350,000	350,000	200,000	200,000
	Actual	410,000	200,000	210,000	140,000	140,000

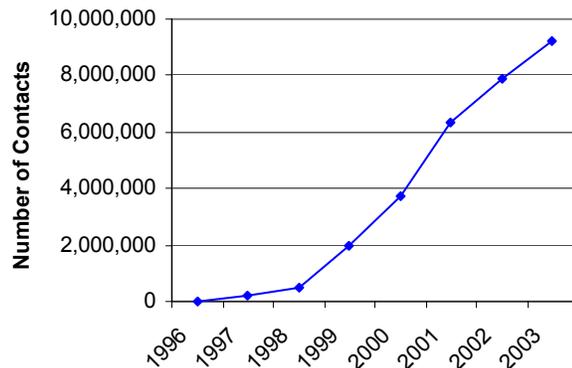
1. Increase CPSC Web site contacts each year.

Web Site



Exceeded: CPSC’s Web site (www.cpsc.gov) provides public access to important safety information. In 2003, the number of yearly visits to the Web site increased by 17 percent. Recent improvements continue to attract users to our Web site from both consumers and industry.

Web Site Contacts by Year



In 2003, we continued our efforts to make important safety information easily accessible to the public through our Web site. We conducted a customer satisfaction survey of our Web site and we redesigned our Web site based on the survey results, customer feedback, and an internal technical review. The redesigned Web site is easier to navigate enabling the public to access important safety information more quickly.

We are developing several new applications specifically for a Web-based environment, which would allow the public to interact with the agency through our Web site. In 2003, we completed one of these major projects, NEISS On-Line that enables the public to query CPSC's National Emergency Injury Surveillance System (NEISS) through our Web site to access important product safety data.

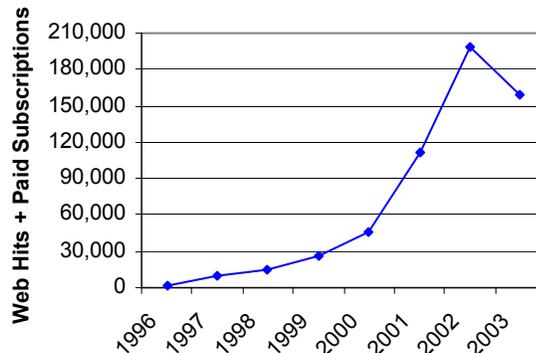
2. Increase the reach of the Review, the Commission's quarterly publication on safety issues, through subscriptions and Web site visits.

The Review



Not Met: The *Consumer Product Safety Review (Review)* offers an in-depth look at the latest hazards associated with home and recreational products, as well as the most significant current recalls of consumer products. The *Review* informs the health and safety community about consumer product safety hazards and encourages cooperation with CPSC, including filing of product hazard information. Each issue also contains information on deaths involving consumer products submitted by medical examiners and coroners across the country. The document is available through subscriptions and on the Internet at CPSC's Web site.

Readership of the Review by Year



In 2003, we saw our first decrease in readership of the *Review*. The decrease reflects our conscious decision not to promote

paid subscription renewals (as we had in the past) because of the cost to our agency. We no longer believe it is practical to have a goal to increase the *Review's* readership and we have eliminated it in future plans as a strategic or annual goal.

3. Maintain the capacity to respond to the high number of Hotline calls for safety information.

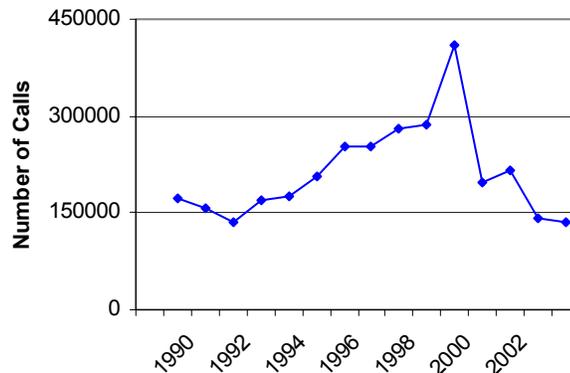
Hotline



The hotline is a toll-free, 24 hour-a-day, 7 day-a-week service that allows consumers to: report unsafe products; report product-related injuries; find out whether CPSC has recalled a product; learn how to return a recalled product or arrange a repair; obtain tips on buying safer products and safe product use; and determine how to order safety publications. The hotline offers information primarily in English and Spanish and, if requested, in selected other languages. The award winning hotline has been significantly improved so that it could smoothly handle large numbers of calls.

After improvements, the hotline expanded from handling almost 170,000 calls in 1990 to 410,000 in 1999 at its peak. In 2003, there were about 140,000 callers to the hotline. While it appears the public is accessing safety information through our Web site and e-mails, maintaining the capacity of the hotline system at its present size is important to provide a full range of consumer access options. This capacity allows consumers to reach us quickly. It also allows the hotline system to deal efficiently with “spikes” in the number of calls we receive because of the public’s interest in our safety announcements. Thus, we plan to maintain the hotline’s capacity.

Hotline Calls by Year





INDUSTRY SERVICES

STRATEGIC GOAL: Maintain success with the timeliness and usefulness of the Fast-Track Product Recall program and the Small Business Ombudsman program for industry through 2006.

THE PROGRAM

The Commission's Compliance function ensures that firms comply with the laws, regulations and safety standards that protect consumers from hazardous and defective products. When a violation of a safety standard is found or a defective product is identified, we work cooperatively and quickly with industry to obtain an appropriate corrective action, which can include recall of the hazardous product.

We administer two programs to assist industry: the Fast-Track Product Recall (Fast-Track) and Small Business Ombudsman programs. Under the Fast-Track program, a firm that reports a hazardous product and recalls it quickly avoids an agency staff preliminary determination that their product presents a substantial risk of injury. Other advantages of this program for industry include reductions in paperwork, red tape, and legal expenses related to the recall of potentially defective products. For CPSC, advantages of this program include removing hazardous products from consumers and the marketplace more quickly and a reduction in staff time to process the recall. To date, over 800 firms have participated in the program, resulting in over 1,200 product recalls involving about 140 million product units. The Fast-Track program has been cited as outstanding by both government and private organizations.

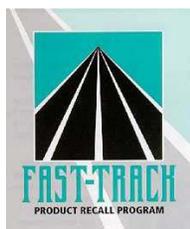
With the Small Business Ombudsman program, we help small businesses comply more easily with product safety guidelines and manufacture safer products. This program provides firms with a single point of contact that expedites a clearly understandable response from our technical staff. To date, we have helped about 2,300 small businesses through CPSC's Ombudsman. Our program was cited in the National Ombudsman Report to Congress on Regulatory Fairness as one of the best programs in the Federal government.

2003 ANNUAL GOALS

Maintain the Timeliness of Response to Industry

Annual Goals		1999	2000	2001	2002	2003
1. Initiate a recall within 20 days	Goal	80%	90%	90%	90%	90%
	Actual	95%	94%	95%	95%	95%
2. Respond to requests within 3 business days	Goal	80%	80%	80%	80%	80%
	Actual	84%	81%	79%	99%	88%

1. *Fast Track Timeliness*



2003 Plan: Complete a technical review and initiate a recall within 20 days 90 percent of the time for Fast-Track Program.

Exceeded: During 2003, there were 154 recalls involving over 12 million product units and 130 distinct firms with recalls under the Fast-Track program. A review of the records for the Fast-Track program revealed that recalls were initiated within 20 business days 95 percent of the time.

2. *Ombudsman Timeliness*

2003 Plan: Respond to requests from small businesses through the CPSC Small Business Ombudsman within three business days 80 percent of the time.

Exceeded: CPSC staff responded to and offered guidance to 465 small businesses in 2003. A review of the Small Business Ombudsman program's records found that requests were responded to within three business days 88 percent of the time.

Provide Information to Industry

Annual Goal		1999	2000	2001	2002	2003
3. Develop guides	Goal	**	15	10	5	5
	Actual	--	15	10	5	7

**No goal established.

--Data not available.

3. *Guides*

2003 Plan: In 2003, we will continue the effort begun in 2000 to develop brief guides for CPSC regulations, where most of our compliance efforts have been targeted so that industry can quickly and easily understand how to comply. Five additional guides or other guidance documents will be developed to explain regulations, other policies, or procedures; or assist industry in complying with CPSC regulations. These guides are accessible through our Web site under the Regulatory Summaries in Plain Language subheading at <http://www.cpsc.gov/businfo/corrective.html>.

Exceeded: In 2003, we developed or updated 7 guidance documents so that industry can quickly and easily understand how to comply with regulations or obtain useful product specific information.

CPSC's Toll-Free
Hotline Number:
1-800-638-CPSC (2772)



CONSUMER SATISFACTION WITH CPSC SERVICES

STRATEGIC GOAL: Maintain the high level of satisfaction of consumers with the Hotline, Clearinghouse, and of the States with CPSC's State Partnership Program at 90 percent or better through 2006.

THE PROGRAM

We alert the public to important safety information through a variety of sources including the hotline, our Web site (www.cpsc.gov), the National Injury Information Clearinghouse, our field State Partners Program, and by responding to individual e-mail messages received at specially established addresses.

The hotline has the capacity to respond to a high number of calls from the public due to the flexibility of our equipment and staffing arrangements. As demands for information increase, we can increase the number of lines and operators available to respond effectively to those needs. The Clearinghouse provides data to the public in response to 3,000 requests each year. It also alerts manufacturers to potential hazards associated with their products, providing them with consumer complaints, reported incidents and incident investigations involving their products. The State Partners Program, using limited CPSC funds and CPSC-developed safety information, brings product safety services to consumers through cooperative programs between our field staff and state and local governments. The program extends CPSC's reach throughout the Nation.

2003 ANNUAL CONSUMER SATISFACTION GOALS

Hotline Services (1-800-638-2772)

Annual Goals		1999	2000	2001	2002	2003
1. Respond to voicemail messages the next business day	Goal	**	85%	85%	85%	85%
	Actual	90%*	92%	79%	86%	92%
2. Process incident reports within 8 working hours	Goal	**	85%	85%	85%	85%
	Actual	79%	96%	99%	100%	100%
3. Review the e-mail system	Goal	**	**	**	**	1
	Actual	--	--	--	--	1

*Estimated from random samples.

**No goal established.

--Data not available.

1. *Voicemail*

2003 Plan: Respond to after-hours voicemail messages the next business day 85 percent of the time.

Exceeded: The hotline is available to consumers to hear the most up-to-date and easy-to-understand recorded information on product safety recalls and consumer products, seven days a week, 24 hours a day. The hotline staff is available between 8:30 A.M. and 5:00 P.M Eastern time, weekdays, except holidays. When hotline representatives are unavailable, consumers may choose to leave a voice mail message. In 2003, we responded to 2,350 voice mail messages and we responded to 92 percent of these by the next business day.

2. *Incident Reports*

2003 Plan: Process product incident reports within 8 working hours 85 percent of the time.

Exceeded: Consumers may make a complaint of an unsafe product or product-related injury through the hotline. We reviewed and processed 4,000 consumer product incident reports and 100 percent were completed within 8 working hours.

3. *E-mail*

2003 Plan (Carryover from 2002): E-mail inquiries from the public have increased from about 1,150 e-mails in 1997 to about 15,500 in 2002. Staff expects a continued increase in the foreseeable future. In our continuing effort to provide the public with important safety information quickly, we will develop a system to acknowledge the receipt of e-mail requests 100 percent of the time. We will also review the current system that captures and responds to e-mail inquiries. Based on our findings, we will make a determination to either upgrade or develop a new method.

Completed: We evaluated the existing email system. As a result, a new system was implemented which enables hotline staff to forward email requests for direct distribution to the appropriate CPSC technical staff expert for follow-up. The new system eliminates the need for hotline staff to contact the technical staff expert directly, gathering the information and relaying it back to the requestor. The new system will provide us with a more efficient and effective way to respond to the public by decreasing response time in addition to providing hotline staff with more time to respond to telephone calls to our hotline. We will continue to monitor the system and evaluate it periodically.

National Injury Information Clearinghouse

Annual Goals		1999	2000	2001	2002	2003
4. Mail incident information for verification to consumers within 2 business days	Goal	**	95%	95%	95%	95%
	Actual	93%	98%	97%	98%	98%
5. Provide manufacturers with verified incidents and investigations within 48 business days	Goal	**	90%	90%	90%	90%
	Actual	--	90%	--	79%	95%
6. Provide responses to requests within 5 business days	Goal	**	95%	95%	95%	95%
	Actual	94%	95%	97%	96%	97%

**No goal established.

--Data not available.

4. Consumer Confirmation

2003 Plan: Mail incident report verification information to consumers within 2 business days 95 percent of the time.

Exceeded: The Clearinghouse contacts consumers to request verification of information contained in reports of unsafe products they submit to us through our consumer hotline, the Internet, or by mail. Requests for verification are mailed to consumers within 48 hours after the report arrives in the Clearinghouse. In 2003, the Clearinghouse sent 10,700 reports to consumers for verification and 98 percent of these were sent within two business days after the reports were received in the Clearinghouse.

5. Manufacturer Mailing

2003 Plan: Complete the verification and investigation process of products involved in incidents and provide the results to manufacturers of these products within 48 business days of receiving the report in the Clearinghouse 90 percent of the time.

Exceeded: The Clearinghouse alerts manufacturers to potential hazards associated with their products by providing them with

consumer complaints, reported incidents, and follow-on investigations that may have been conducted involving their products. In 2003, we mailed 9,900 reports to manufacturers with 95 percent mailed within 48 business days.

6. Information Requests

2003 Plan: *Provide responses to requests for information within 5 business days 95 percent of the time.*

Exceeded: The Clearinghouse provides death and injury data to the public in response to 3,000 requests each year. In keeping with our published customer service timeliness standards, we provided the requested information within 5 business days 97 percent of the time.

State Partners Program

Annual Goals		1999	2000	2001	2002	2003
7. Develop and implement Recall Round-Up in the states	Goal	50	50	50	50	50
	Actual	54*	54*	54*	54*	54*
8. Conduct product safety activities	Goal	**	50	50	50	50
	Actual	50	82	140	140	287
9. Conduct recall checks, inspections, and investigations to support CPSC priorities	Goal	**	**	**	900	900
	Actual	--	--	985	979	923
10. Promote and distribute handbook in states	Goal	**	**	**	**	50
	Actual	--	--	--	--	0

*Includes territories and the District of Columbia.

**No goal established.

--Data not available.

7. Recall Round-Up

2003 Plan: *Develop and implement a Recall Round-Up program with our State Partners in all 50 states to encourage the repair, return, or destruction of selected consumer products not meeting safety standards. During Recall Roundup, we focus on warning the public about the hazards of previously recalled products, rather than new recalls, as part of our ongoing efforts to publicize CPSC safety messages.*

Exceeded: We worked with our state and local partners, senior citizen groups, State Fire Marshals, Safe Kids Coalitions and grass roots organizations to promote CPSC’s successful federal-state program, Recall Round-Up 2003. The campaign reached millions of consumers via radio, print media, person-to-person campaigns and approximately 12 million viewers via television broadcast. Staff, in cooperation with our state and local partners, made over 1,000 individual contacts to promote the campaign. All 50 states, three territories, and the District of Columbia including state and local officials, health and safety agencies and national and grassroots organizations assisted in

delivering our important safety messages.

8. *Product Safety Activities*

2003 Plan: *Conduct 50 product safety activities including media events, congressional contacts, public information seminars and safety consultations.*

Exceeded: Staff conducted 287 product safety activities including congressional visits, educational seminars and safety consultations, through our annual Recall Round-Up campaign.

9. *Assignments*

2003 Plan: *Conduct at least 900 State Partners recall checks, inspections, and in-depth injury investigations within 90 days of assignment.*

Exceeded: Staff successfully conducted 923 State Partners recall checks, inspections, and in-depth injury investigations within 90 days of assignment.

10. *Playground Handbook*

2003 Plan: *Conduct activities in every state to promote and distribute to consumers the new Handbook for Home Playground Equipment.*

Will complete in 2005: *The Handbook for Home Playground Equipment is not yet finalized due to a potential safety issue that arose. We expect the handbook to be finalized in 2004 and we will promote and distribute it in 2005.*

MANAGEMENT GOALS

INTRODUCTION

We conduct activities designed to maintain and improve outstanding agency management. We established annual management performance goals. Two areas have been chosen that reflect presidential management initiatives for Human Resource Management and Procurement. These activities are in support of our core program effort, thus, the resources devoted to the Management Goals are also included in the resources shown earlier for the core programs.

Total Resources for this Activity (dollars in thousands)											
HAZARDS		1999		2000		2001		2002		2003	
		FTEs	Amount								
Human Capital	Plan	--	--	--	--	--	--	12	\$1,489	9	\$1,316
	Estimate*	27	2,657	11	\$1,343	11	\$1,418	9	\$1,302	9	\$1,316
Procurement	Plan	--	--	--	--	--	--	13	\$1,454	17	\$1,980
	Estimate*	15	\$1,540	14	\$1,417	14	\$1,416	15	\$1,691	17	\$1,980

--Data not available.

*The agency collects resource data by hazard projects only. Estimates for these activities are based on staff determination of resource use.

MANAGING HUMAN CAPITAL



STRATEGIC GOAL: Enhance the recruitment and development of a diverse workforce to meet CPSC’s future requirements through 2006 by:

- **Maintaining or reducing the recruitment process time;**
- **Increasing the representation of Hispanics and individuals with disabilities;**
- **Developing a coordinated training program.**

THE PROGRAM

CPSC staff is the lifeblood of the agency. We work together to protect the American public from risks of injury and death involving over 15,000 types of consumer products. Our work is highly complex. It requires us to take into account such factors

as product design, the environment in which the product is used and the behaviors of consumers who use the product. We use multi-disciplinary teams of technical experts to identify these factors and develop solutions for injury reduction.

Our staff comes from a variety of highly specialized disciplines. They include mechanical, electrical, and chemical engineers who look for design flaws and safety enhancements; epidemiologists and statisticians who analyze injury and death information and estimate risks; economists who calculate the costs and benefits of Commission actions; pharmacologists, chemists and toxicologists who examine adverse health effects of hazardous substances; and physiologists who study injuries and adverse health effects related to mechanical and other hazards.

The agency faces several important “human capital” challenges over the next several years. The first is recruitment. We have been working hard to reduce the time it takes to recruit and select staff for agency positions. This task is particularly difficult because we find that it is often hard to fill positions in the specialized disciplines that we need in a timely way. After instituting a number of changes in our recruitment process, we reduced our recruitment time from 72 business days in 1999 to 51 business days in 2003. We want to maintain our recent reductions in the recruitment process time in the face of this challenge.

Our second challenge is to increase the number of staff in under-represented groups at the agency while maintaining the gains in diversity we have made over the past few years. While African-Americans, Asian-Americans, and women are well represented at the agency, Hispanics and individuals with disabilities continue to be under-represented. Our goal is to increase representation of these groups in our workforce.

Our third challenge is to identify and develop training opportunities within our budget constraints while maintaining enough flexibility to fulfill our mission of protecting the public. Our budget is tightly drawn, with almost our entire budget allocated to staff salaries. We want to increase training opportunities for our professional and technical staff to maintain their highly skilled capabilities in ways that are cost-effective, without increasing our budget request.

2003 ANNUAL GOALS

Recruitment

Annual Goals		1999	2000	2001	2002	2003
1. Maintain the recruitment process time	Goal	**	**	**	62	62
	Actual	72	62	65	61	51
2. Conduct training for managers in the recruitment process	Goal	**	**	**	2	2
	Actual	0	2	0	2	2
3. Conduct focus groups of new employees	Goal	**	**	**	2	2
	Actual	0	2	0	2	2

**No goal established.

1. Recruitment Time

2003 Plan: *Maintain the recruitment process time, calculated as difference in the number of days between the recruitment request and candidate selection date. We calculated an average of 62 days for fiscal year 2000. This number is below the government average of 90 days and below our process time of 72 days for 1999.*

Exceeded: In 2003, we reduced the recruitment process time to an average of 51 days. We developed and implemented new recruiting tools such as the capability to submit applications on-line or by FAX and a simplified job announcement making it far easier for the applicant to apply for CPSC jobs.

2. Recruitment Training

2003 Plan: *Conduct training for managers in the recruitment process. Provide complete information package on paperwork to complete, tips on networking to find the right candidate, interviewing techniques and job orientation. This will enable managers to streamline the process of recruitment and retain highly qualified employees.*

Completed: In 2003, we conducted 2 training sessions for managers on the recruitment process. Additionally, we provided information on the following: the paperwork to complete, tips on preparing a vacancy announcement and networking to find the right candidate, interviewing techniques, and job orientation. This information will enable managers to streamline the process of recruitment and retain highly qualified employees.

3. Focus Groups

2003 Plan: *Conduct 2 focus groups of new employees to learn from their experience and determine how to improve our recruitment process.*

Completed: In 2003, we conducted 2 focus groups. We will implement improvements to our recruitment process that were identified such as making changes to the vacancy announcements and improving communication with applicants through the hiring process.

Diversity

Annual Goals		1999	2000	2001	2002	2003
4. Target recruitment efforts to organizations serving under-represented populations	Goal	**	**	**	10	10
	Actual	--	--	0	11	12
5. Conduct training sessions for managers in EEO/AEP responsibilities	Goal	**	**	**	3	3
	Actual	2	4	0	4	8
6. Accomplish initiatives to promote representation of Hispanics and individuals with disabilities	Goal	**	**	**	5	5
	Actual	--	--	0	6	7

**No goal established.
 --Data not available.

4. Target Recruitment

2003 Plan: Target 10 recruitment efforts to organizations serving under-represented populations. Continue to enhance the successful relations and efforts developed in 2002 and target 10 new recruitment efforts. Contacts will be made to organizations serving under-represented populations to include Hispanic-serving institutions, Hispanic Association of Colleges and Universities (HACU), Hispanic Outreach Leadership Alliance (HOLA), League of United Latin American Citizens (LULAC), and the President’s Committee for People with Disabilities.

Exceeded: In 2003, CPSC conducted 12 recruitment efforts that targeted under-represented populations. For example,

- We sent letters to six colleges and eight high schools in an effort to increase the applicant pool for the Office Automation Clerk position under the STEP summer program. The vacancy announcement was also provided to a disabled individual seeking employment.
- CPSC participated in the Workforce Recruitment Program for College Students with Disabilities and attempted a selection from this program for one of the STEP vacancies.
- We developed a relationship with the Hispanic Association of Colleges and Universities and the Washington Center for Internships to increase outreach to targeted populations.
- The Office of Compliance sent a vacancy announcement for a Compliance Officer position to 37 Hispanic-serving Institutes.
- The Office of Field Operations conducted targeted outreach

for five Investigator positions including providing vacancy announcements to Hispanic-serving Institutes.

5. *EEO/AEP Training*

2003 Plan: *Conduct 3 training sessions for managers in their EEO/AEP responsibilities. Continue to provide training for managers and supervisors in the EEO/AEP (Affirmative Employment Program) responsibilities. This training will build upon previous training and will enhance managers' knowledge of EEO program operating principles and regulations, as well as their responsibilities for ensuring a viable EEO program. Sessions will include information/guidelines to help build an affirmative workplace and utilize targeted recruitment and special hiring programs to eliminate the under-representation of Hispanics and individuals with disabilities in the workforce. It will review strategies on how managers can help us continue to meet the challenges of Executive Order 13171, "Hispanics in the Federal Workforce," and the requirements of the Americans with Disabilities Act. Training will continue to emphasize management's shared responsibility for developing and implementing a successful CPSC Federal Equal Opportunity Recruitment Plan.*

Exceeded: The EEO Director conducted five training sessions for managers and three for employees. These included interpersonal communication, training on the No Fear Act, and Affirmative Employment Program accomplishments.

6. *Initiatives*

2003 Plan: *Accomplish at least 5 initiatives to promote representation of Hispanics and individuals with disabilities. With the establishment of a CPSC Council on Diversity in 2002, the Council will provide leadership in developing new initiatives with respect to the issues of representation of Hispanics and individuals with disabilities. Examples of these new initiatives are mentoring programs, student summer hires, employee training programs, and disability and diversity awareness programs.*

Exceeded: The CPSC conducted seven diversity awareness initiatives including: graduation of 22 students from its pilot mentoring program, provided opportunities for supervisors and employees to participate in three Disability awareness programs, revised the regulation on Reasonable Accommodation procedures, offered Spanish in 10 Minutes as part of Hispanic Heritage activities, and provided training in interpersonal communication.

Training

Annual Goals		1999	2000	2001	2002	2003
7. Implement a Training Advisory Board	Goal	**	**	**	**	1
	Actual	--	--	--	--	1
8. Identify and promote low/no cost training	Goal	**	**	**	1	1
	Actual	--	--	--	1	1
9. Establish a CPSC E-Learning Center	Goal	**	**	**	**	1
	Actual	--	--	--	--	1

**No goal established.

7. Training Advisory Board

2003 Plan: *In 2003, the Executive Director will appoint a CPSC Training Advisory Board. The Training Board will provide advice to the Director of Human Resources and assist in the development and implementation of CPSC's Training Plan. The Training Plan will be a multi-year plan that will consist of benchmarks, such as defining and identifying core positions, designing training plans for the core positions; identifying common agency training needs, and establishing individual development plans. The Board will recommend a final Training Plan to the Commission.*

Completed: The Executive Director appointed a CPSC Training Advisory Board.

8. Low/No Cost Training

2003 Plan: *Identify and promote no or low cost training opportunities such as Small Agency Council training sessions.*

Completed: We identified and promoted no or low cost training opportunities such as periodic Small Agency Council training sessions. We also held on-site training courses and seminars for employees at a lower cost.

9. E-Learning Center

2003 Plan: *In 2002, we purchased a relatively low cost on-line training program containing over 700 courses, which is available to every employee 24 hours a day. In 2003, the Office of Human Resources will implement and monitor CPSC's e-learning center. This on-line training will be incorporated into position and individual training plans.*

Completed: We renewed our contract for a low cost on-line training program containing over 900 courses, which is available to every employee 24 hours a day. We implemented and monitored CPSC's e-learning center.

PROCUREMENT MANAGEMENT INITIATIVES

The President requested Federal agencies to report on plans regarding the following reform initiatives: Making greater use of performance-based contracts; Expanding the application of on-line procurement; and Expanding A-76 competitions and more accurate FAIR act inventories. CPSC has and will continue making progress on these initiatives.

1. ***Making greater use of performance-based contracts.*** The Office of Management and Budget has set a goal to award contracts over \$25,000 using Performance-Based Contracting (PBSC) techniques at not less than 20 percent of the total eligible service contracting dollars.

In support of performance-based contracting, the CPSC awarded two major service contracts implementing elements of performance-based contracting. Our consumer hotline contract was first awarded in 1997 to operate the CPSC consumer hotline, including administration of the CPSC fax-on-demand system and receiving and responding to general delivery Internet messages. The second contract was awarded in 1999 to provide basic headquarters administrative services. We identified a substantial portion of this requirement, the operation of our copy center, as performance-based. The CPSC monitors both contracts and evaluates the contractors' performance in accordance with the quality assurance plan incorporated in each contract.

To expand the use of PBSC in the future, we will:

- a. *Implement an agency policy that when our program offices identify a need to contract for services, consideration is given to using PBSC methods to acquire the services. If it's determined that the use of performance-based contracting is not suitable for the requirement, a written determination must be provided citing the reasons for the determination for inclusion in the contract file.*

Accomplished in 2003: Service contract statements of work are now performance-based, with associated performance standards and quality assurance plans incorporated as applicable. In Fiscal Year 2003, the CPSC Hotline, Facilities Support Services, and NEISS Data Collection contracts have been converted to performance-based contracts. All statements of work, regardless of dollar value, are reviewed and revised to assure that emphasis is on deliverables (what is to be performed) as opposed to instructions on how a contractor shall complete a task when the review indicates that such revisions are appropriate. Service contracts for research, which may require specific details on the method of performance, are performance-based to the maximum extent practicable. This is now standard policy for all statements of work for service contracts and orders.

- b. Require our procurement staff to work closely with our program offices during the acquisition planning phase to ensure that statements of work are prepared describing the work in terms of what is to be performed and develop measurable performance standards and quality assurance surveillance plans.*

Accomplished in 2003: The Division of Procurement Services has conducted informal training with project officers on a case-by-case basis while revising draft statements of work, resulting in performance-based descriptions.

- c. Train appropriate program staff on how to develop performance work statements to include measurable performance standards and evaluate contractors' performance-based on those standards.*
- d. Train procurement staff in performance-based contracting in order to review and refine performance work statements, as required, and negotiate, award and administer performance-based contracts.*

Accomplished in 2003: Internally, Procurement Services staff have focused on the applicability, development, writing, and implementation of performance-based statements of work. The policy officer attended formal training in writing performance-based statements of work. Formal training of remaining Procurement Services staff in performance-based service contracting has been deferred to 2004 due to funding constraints and workload demands.

- 2. *Expanding the application of on-line procurement.*** The Office of Management and Budget has set a goal for agencies to post (a) all synopses for acquisitions valued at over \$25,000 for which widespread notice is required and (b) all associated solicitations (unless covered by an exemption in the Federal Acquisition Regulation) on the government-wide point-of-entry Web site (www.FedBizOpps.gov).

Many of our procurement requirements have become available on General Service Administration (GSA) federal supply schedules and the GSA Advantage on-line ordering system. Procurements ordered through GSA Advantage are completely on-line/e-procurement, as orders are placed electronically and government credit cards are used as the method of payment. Furthermore, with the expansion of our government credit card program and the micro-purchase procurement method, CPSC staff places most of its orders for supplies with on-line suppliers.

To make better use of on-line/e-procurement in the future, we will:

- a. Continue to procure supplies and services on-line through GSA Advantage.*

Accomplished in 2003: This goal has been met with several electronic (e-) procurement initiatives. Procurement Services and CPSC Government card holders procure supplies and services on-line through GSA Advantage and employ this site as an electronic search engine to obtain information on available GSA sources for supplies and services. Use of GSA Advantage continues, with increased instruction to credit card users and requisitioners of the proper priority for use of GSA sources and training in the use of on-line GSA Advantage searches.

- b. *Require our staff that have a government credit card to browse electronic catalogs when ordering supplies and services in support of CPSC programs and procure supplies and services that do not exceed the micro-purchase limit from on-line suppliers.*

Accomplished in 2003: In addition to electronic methods to identify GSA sources, searches for small businesses and 8(a) sources are conducted electronically. At present, electronic searches of the Small Business Administration's PRONET database have been the most productive tool to search for IT, and other requirements, from 8(a), small businesses, and small disadvantaged businesses. These searches are conducted 100 percent electronically.

- c. *Require use of on-line shopping malls such as GSA's Smallbizmall.gov Web site. Procurement staff will be encouraged to shop GSA's Smallbizmall.gov to procure information technology requirements from small disadvantaged businesses qualified under SBA's 8(a) program.*

Accomplished in 2003: Our office continues to be compliant with e-procurement initiatives which include electronic advertising requirements through FedBizOpps, the government-wide point-of-entry. Our readiness to synopses electronically complies with the requirements of the Federal Acquisition Regulation (FAR) 5.003 and 5.201. All synopses of solicitations which are required to be published in accordance with FAR are advertised on the single Government-wide point-of-entry Web site for publication of Federal business opportunities (www.Fed.BizOpps.gov). All synopses are transmitted to the Web site electronically. Solicitations can be provided electronically via email to requesters. Requests are accepted via email, and solicitations issued via email, so this results in an entirely electronic, paperless transaction.

- d. *Post applicable solicitations on-line via FedBizOpps Web site. We are currently working with GSA to set up an account for CPSC's procurement staff to utilize the FedBizOpps Web site to post solicitations on-line.*

Accomplished in 2003: Access has been obtained which allows us to obtain data from the Federal Past Performance Information Retrieval System (PPIRS) which is sponsored by the DOD E-business office. This is a Web-enabled application which will function as a central warehouse to retrieve performance assessment reports from Federal agencies. Access to this system will assist ADPS in purchasing goods and services that represent the best value for the Government.

3. ***Expanding A-76 competitions and more accurate FAIR Act inventories.*** OMB has set a goal for 2003 that agencies will complete public-private or direct conversion competitions on not less than 10 percent of the FTEs listed on their Federal Activities Inventory Reform Act inventories. [OMB has since abandoned this goal.]

We produced an inventory as required by the *Federal Activities Inventory Reform Act (FAIR) of 1998*. We reviewed all positions in the agency. We found that the majority of CPSC employees are engaged in the governmental public safety function of investigating product hazards and developing product standards. In addition, we already contract for many commercial services, as they are required in the course of CPSC investigations. In addition, over the last several years CPSC has contracted out staff positions that performed mail and driver services, laborer services, and copy and library services. We have also converted our consumer hotline operation and much of our computer

programming operation to a contract basis. A total of 21 FTEs are represented by these existing contractual services.

We determined that an additional thirty-nine employees in different activities may be performing commercial activities under the definitions in the FAIR Act and OMB Circular A-76 (Revised). This represents 8 percent of the agency's total 480 FTEs. By 2003, we will:

- a. *Review and revise the FAIR Act inventory as appropriate (June 2003).*

Accomplished in 2003: The 2003 Federal Activities Inventory Reform (FAIR) Act inventory was reviewed, revised, and submitted to OMB, in compliance with all OMB requirements. OMB approved the inventory and it was posted on our Web site.

- b. *Complete performance work statements and cost statements for all activities on our FAIR Act inventory.*

Accomplished in 2003: While cost data has been collected for all activities, performance work statements have not been completed because many of the activities listed were undergoing changes. This work is now planned for completion in 2004.

- c. *Make a determination whether to retain in-house or contract out activity on at least 10 percent of the FTEs contained in the inventory.*

Accomplished in 2003: This work has been deferred to 2004 because many of the activities listed on this inventory underwent organizational changes in 2003.

PROGRAM EVALUATIONS⁶

This section provides a summary of the evaluations we identified in our 2003 performance plan, as required in the Office of Management and Budget's Circular No. A-11. We conduct two types of evaluations: yearly tracking of performance measures such as injuries, deaths, and timeliness, and studies of the effectiveness of CPSC activities, such as injury and death reductions associated with specific programs and products, and customer satisfaction surveys.

A. Reducing head injuries to children

Tracking of deaths related to head injuries in children

Based on the National Electronic Injury Surveillance System, an estimated 684,700 children under the age of 15 were treated in the U.S. hospital emergency departments for head injuries associated with all consumer products, in the calendar year 2001. In 2001, the head injury rate was 115.6 per 10,000 children compared to 117.2 in 2000. The projected rate of head injuries in 2002 is 109.7 per 10,000 children.

Based on data from the National Center for Health Statistics, the estimated number of head injury deaths to children under 15 related to consumer products showed a small but marginally significant decrease of 4 deaths per year between 1991 and 2000. In 2000, there were 235 consumer product-related head injury deaths to children under 15 and 271 such deaths in 1991. In 2000, 87 (37%) of the deaths were related to bicycles. The remaining were associated with products such as off-road motor vehicles (snowmobiles, go-carts, or ATVs) and falls from one level to another (stairs/steps, windows, beds/chairs, playground equipment) or from the same level (skiing, roller blading, ice skating).

B. Maintaining the low death rate from unintentional poisonings (PPPA)

Tracking of child poisoning deaths

CPSC has continued to track drugs and other hazardous household product-related pediatric poisoning fatalities for children under 5 years old in the U.S. The most recent data from the National Center for Health Statistics is for 1999. In 1972, 216 children under 5 years old died from unintentional poisonings from household substances. These deaths have decreased by 87% to 29 deaths in 1999.

⁶The death and injury data presented here may be different from what was listed in the 2003 Performance Plan (March 2003) due to more recently available data and analyses.

C. Reducing Fire-Related Deaths

Tracking of fireworks-related deaths

CPSC staff completed an analysis of data on fireworks-related injuries and deaths during 2002. The report also includes a summary of CPSC enforcement activities during that year. Some highlights are as follows:

- Fireworks devices were involved in an estimated 8,800 injuries treated in U.S. hospital emergency departments during calendar year 2002. CPSC staff estimated that there were 9,500 injuries in 2001.
- CPSC has reports of 4 deaths from fireworks in 2002. Two deaths occurred at professional fireworks displays. The other deaths were reported to have been associated with delayed explosions of aerial fireworks. CPSC has reports of 4 deaths in 2001 and 10 deaths in 2000.

Tracking of fire-related deaths

Staff completed a report on product-related fire losses (deaths, injuries, and property losses) from unintentional fires in U.S. residences that occurred in 1999. Deaths due to fire have declined substantially since 1990. In 1998, there were more than 700 fewer home fire-related deaths compared to 1990. In 1999, the trend appeared to continue, although the 1999 estimate is not strictly comparable to those for previous years due to changes in the system for coding fire data.⁷ Following are some of the findings of the report.

- An estimated 337,300 unintentional, residential structure fires occurred in 1999. These fires resulted in an estimated 2,390 civilian deaths, 14,550 civilian injuries and \$4.24 billion in property losses.
- Cooking equipment accounted for the largest percentage of fires (29%), 13% of the deaths, and 28% of the injuries. Most of these were associated with range and oven fires.
- Upholstered furniture, when it was the first item ignited, was involved in the greatest number of deaths compared to other material first ignited, accounting for 14% of residential fire deaths.
- When smoking materials were the heat source, they were the largest contributors to deaths of all heat sources, accounting for 33% of fire deaths.

⁷A new revision of the National Fire Incident Reporting System (NFIRS), the nationwide system for coding information about fires, went into effect in 1999.

D. Reducing Carbon Monoxide (CO) Poisoning Deaths

Tracking of CO deaths

Estimated unintentional non-fire CO poisoning deaths associated with consumer products under the jurisdiction of the CPSC decreased from over 210 deaths in 1992 to 180 deaths in 1998. The average estimated number of deaths for 1999-2000 was 124. The discontinuity of rates may be at least partially the result of a different method to estimate the number of deaths in 1999 and 2000 than was used in previous years.⁸ The 1999-2000 average yearly is based on an estimated 109 and 138 non-fire CO poisoning deaths associated with the use of consumer products, excluding motor vehicles, in 1999 and 2000 respectively.

An average of 52% of the yearly deaths in 1999-2000 were associated with the use of heating systems (45% in 1999 and 59% in 2000). In 1999-2000, natural gas heating accounted for an average of 42% and liquefied petroleum (LP) gas heating accounted for an average of 40% of yearly heating deaths. From 1999-2000, an average of 16% of annual CO poisoning deaths were associated with engine-powered tools, 11% were associated with charcoal grills, 7% were associated with gas ranges and ovens, 5% were associated with camp stoves and lanterns, 2% were associated with gas water heaters, and 8% were associated with other or multiple appliances.

According to 1999-2000 data, some form of venting problem was noted in an average of 26 percent of the annual fatal CO deaths. Adults 45 years of age and older represented over half of the CO poisoning deaths. An average of 64 percent of CO deaths occurred in the home, while deaths in tents and other temporary shelters accounted for an average of 29 percent of deaths. Deaths in these temporary types of shelters were mostly associated with LP gas portable heaters. From 1999-2000, a large percentage (an average of 82%) of the yearly fatal CO incidents involved a single fatality. Although it was not uncommon for non-fatal injuries to accompany fatalities in the fatal CO incidents, they were not quantified for analysis in this report.

⁸This different method includes three changes: a change in the International Classification of Diseases (ICD), a change in methodology within CPSC, and inclusion of a new category of products in the estimates.

E. Reducing Electrocuting Deaths

Tracking of electrocution deaths

In 2000, there were an estimated 150 consumer product-related electrocutions, 120 fewer deaths than in 1990. The consumer product-related death rates per million population decreased from 1.09 to 0.53 during this same period. These declines are statistically significant. In 2000, large appliances, such as air conditioners, sump pumps, pool pumps, water heaters, furnaces, clothes dryers, refrigerators, and range hoods were responsible for the largest proportion (19%) of the electrocutions. Ladders coming in contact with power lines ranked second, accounting for 15% of the deaths, followed by small appliances (microwave ovens, electric fans, extension cords, and televisions), which accounted for 11% of the deaths.

F. Assessments by Industry

No evaluation was planned in this area in 2003.

G. Customer Satisfaction

No evaluation was planned in this area in 2003.

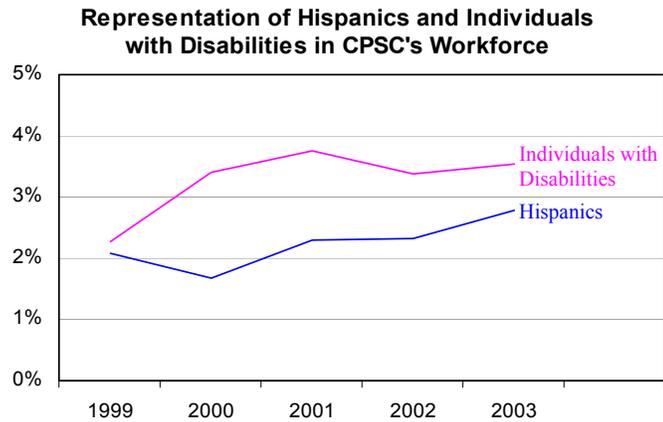
H. Human Capital

Diversity

Based on OPM's Federal Equal Opportunity Recruitment Program Annual Report to the Congress FY 2002 (<http://www.opm.gov/feorp02/>), we performed an analysis of the representation of CPSC's workforce based on race, national origin, gender, and disability. We developed a human capital management strategic goal to enhance the recruitment and development of a diverse workforce to meet CPSC's future requirements through 2006. We planned to increase the representation of Hispanics and individuals with disabilities both of which were underrepresented at CPSC when compared to the total civilian labor force (CLF) and Federal Workforce (FW). When we set the goal, our latest data was 1999 and this analysis uses 1999 as the base year.

- In our 2002 and 2003 annual plans we had annual diversity goals to increase representation of Hispanics and individuals with disabilities. To date, we have conducted 23 recruitment efforts that targeted underrepresented populations, 12 training sessions for employees on EEO/AEP responsibilities, and 13 diversity awareness initiatives.
- From 1999 to 2003, the latest year for which CPSC

workforce data is available, while the total workforce at CPSC has decreased by 2% (from 479 to 468), the number of Hispanics has increased by 30% (from 10 to 13). In 2003, Hispanics represented 2.8% of CPSC's workforce compared to 2.1% in 1999.



- From 1999 to 2003, the proportion of individuals with disabilities in CPSC's workforce has increased from 2.3% to 3.6% of the total workforce. The number of individuals with disabilities increased from 11 to 17 (55%).
- In 2002, the latest year for which CLF and FW race and national origin data is available, Hispanics are still underrepresented at 2.3% of the CPSC workforce compared to 12.2% of the CLF and 6.9% of the FW.
- In 2002, the latest year for which FW disability data is available, individuals with disabilities were 3.5% of CPSC's workforce compared to 7.0% of the FW.

We have made progress in increasing the representation of Hispanics and individuals with disabilities and will continue to work towards increasing the diversity of our workforce where underrepresented.

Training

An evaluation of CPSC's e-Learning Program was conducted. This program was purchased from, and operated by, the SkillSoft Corporation during 2003. The agency wanted an assessment of its use and effectiveness to determine whether to purchase the system again for 2004. An Employee Survey was sent by e-mail twice to 530 potential respondents. We received 223 responses. Of the 223 employees that responded 56% had taken at least one SkillSoft course. Of the 56% of employees, 69% either "strongly agreed" or "agreed" that it met their learning needs and 80% found it easy to access the course they wanted to take. The total number of employees using the

SkillSoft program was 219 and while there were 561 courses accessed, there were 353 completions. Of the approximately 530 employees and contractors who could take the courses, 41% did, and 62% of the courses accessed were completed. Most found it easy to navigate and were able to apply what they learned to their jobs. We recommended purchase again for 2004.

APPENDIX

NEW STRATEGIC PLAN

In 2003, CPSC developed a new strategic plan. This new plan contains three results-oriented goals, two service quality and customer satisfaction goals, and a critical management initiative goal. We have maintained the results-oriented goals from the previous plan to reduce the rates of death due to fire and carbon monoxide poisoning while providing more ambitious targets. We have added a new results-oriented goal to reduce the rate of pool and other at-home drownings to children. Additionally, we have added a new critical management initiative to improve the quality of our data and the way we use it. All of the goals, as outlined in the new strategic plan, are shown below. The strategic plan (<http://www.cpsc.gov/CPSCPUB/PUBS/REPORTS/2003Strategic.pdf>) is available on our Web site.

STRATEGIC GOALS

Results-Oriented Goals

- Reduce the rate of death from fire-related causes by 20 percent from 1998 to 2013.
- Reduce the rate of swimming pool and other at-home drownings of children under 5 years old by 10 percent from the 1999-2000 average by the year 2013.
- Reduce the rate of death from carbon monoxide poisoning by 20 percent from the 1999-2000 average by the year 2013.

Service Quality and Customer Satisfaction Goals

- Maintain success with the timeliness and usefulness of the Fast-Track and Small Business Ombudsman programs for industry through 2010.
- Sustain the high level of customer satisfaction with the CPSC Web site, hotline, Clearinghouse, and State Partnership Program at 90 percent or better through the year 2010.

Critical Management Initiative

- Improve the utility and quality of CPSC's data through 2009 by
 - Utility: Developing and implementing a more systematic method to identify new strategic goal areas, hazard reduction projects, and remedial actions.
 - Quality: Improving the quality of CPSC's data based on criteria such as accuracy, consistency, security, and completeness.

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